

**EA02-025**

**10-27-03**

**FORD 10/27/03  
LETTER TO ODI**

**BOOK 4 OF 22**

**PART A - D**

**PART D**

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IN THE CIRCUIT COURT OF DESOTO COUNTY, MISSISSIPPI

SHELTER INSURANCE COMPANY and

PLAINTIFFS

vs.

CIVIL ACTION NUMBER CV 03 - 0070 RD

FORD MOTOR COMPANY

DEFENDANT

COMPLAINT

COME NOW, Shelter Insurance Company and [REDACTED] and [REDACTED] (sometimes hereinafter collectively referred to as "Plaintiff") and for their cause of action against Ford Motor Company (hereinafter "Defendant Ford") would respectfully show unto the court the following:

PARTIES

1. Plaintiff Shelter Insurance Company is an insurance company writing coverages, as it is authorized to do, in the State of Mississippi. At all times material herein, Plaintiff Shelter Insurance Company(hereinafter "Plaintiff Shelter") wrote coverages to its insureds, [REDACTED] and [REDACTED]

2. Plaintiff [REDACTED] and [REDACTED] (hereinafter "Plaintiff [REDACTED]") are individuals residing at [REDACTED], Nesbit, Desoto County, Mississippi.

3. Ford Motor Company(hereinafter "Defendant") at all times material herein is a foreign business corporation registered in the State of Delaware on January 2, 1964, with authority to transact business in the state of Mississippi and may be served with process by serving C. T. Corporation System, 631 Lakeland East Drive, Flowood, Mississippi, 39232.

FILED

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MAR 3 4 2003

Dale K. Johnson  
Circuit Court Clerk, DeSoto County, MS

VENUE

4. Venue is proper in Hernando, DeSoto County, Mississippi, in that said county is where the accident occurred which is the basis of this complaint.

FACTS

5. On or about June 12, 2002, a fire occurred at the Plaintiff [REDACTED] residence located at [REDACTED] Nesbit, Mississippi 39158 (hereinafter "subject residence"). The source of the fire was traced to a 1993 Lincoln Towncar parked in the Plaintiff's garage (hereinafter "subject vehicle").

6. As a result of said occurrence, Plaintiff [REDACTED] sustained extensive damage to their residence and personal property, including other vehicles which were parked in the garage area.

7. Investigation into the cause and origin of this fire loss revealed that the cause of the fire resulted from defects existing within the subject vehicle. The subject vehicle, which was involved in the above occurrence, was manufactured by Defendant.

8. Defendant knew at the time the subject vehicle was put into the stream of commerce that Plaintiff that they would be using same for its intended purpose, and knew that the Plaintiff would be exposed to any defects in design, manufacture, or sale which might exist in the subject vehicle while being used for its intended purposes.

9. Upon investigating the cause of the Plaintiff's loss, it was determined that the cause of the loss was the improper design, manufacture, or sale of the subject vehicle which was being used by the Plaintiff at the time of the fire incident, and same were the direct and proximate cause of the fire. Such failure constitutes a breach of duties owed by Defendant as herein more specifically set forth.

COUNT 1 - NEGLIGENCE

10. As and for their first cause of action against the Defendant, Plaintiff restate and reallege paragraphs 1 - 9 as if fully set forth herein and would further show the Court as follows:

11. Defendant Ford, as the manufacturer of the subject vehicle made the basis of this lawsuit, was negligent in failing to follow reasonable and prudent procedures relating to the design, manufacture and inspection of the subject vehicle in at least the following respects, each of which was a proximate cause of Plaintiff [REDACTED] damages:

- a. In failing to design and manufacture a safe product which a reasonable and prudent manufacturer would have done in the same or similar circumstance;
- b. In failing to insure that the materials used in the subject vehicle were appropriate for the purpose for which they were intended;
- c. In failing to follow reasonable and prudent procedures in designing, manufacturing, and selling the subject vehicle;
- d. In failing to properly warn foreseeable users such as the plaintiff, of the dangers inherent in the use of the subject vehicle, as designed, manufactured, and sold; and
- e. In failing to adequately test the subject vehicle for safety which a reasonable and prudent manufacturer would have done in the same or similar circumstances.

12. Plaintiff cannot more specifically allege the acts of negligence on the part of the Defendants for the reason facts in that regard are peculiarly within the knowledge of said Defendants, and, in the alternative, in the event Plaintiff are unable to prove specific acts of negligence on the part of the Defendants, Plaintiff relies on the doctrine of *res ipsa loquitur*.

COUNT 2 - BREACH OF WARRANTY

13. As and for Plaintiff's second cause of action against the Defendant, Plaintiff restate and reallege paragraphs 1 - 11 as if fully stated herein and would further show the Court as follows:

14. Defendant was the manufacturer of the subject vehicle and its component parts. The Defendant impliedly warranted that the subject vehicle and its component parts, as manufactured and sold, would be merchantable, pursuant to the Uniform Commercial Code as adopted by the State of Mississippi. Further, Defendant warranted that the subject vehicle and its component parts, as manufactured and sold, was reasonably fit for the ordinary purposes for which such goods are used and would pass without objection in the trade under its contract description pursuant to the Uniform Commercial Code.

15. At the time it was manufactured and thereafter, the subject vehicle and its component parts as designed and manufactured was not warranted but rather was defective and was not fit for the purpose for which it was to be used and would not pass without objection in the trade.

16. All acts precedent to Plaintiff's filing of this claim have been performed.

17. Plaintiffs are entitled to recover the attorneys fees and costs incurred as a result of Defendants' actions.

#### POINT 3 - STRICT LIABILITY

18. Plaintiff restate and reallege paragraphs 1 - 17 as if fully stated herein.

19. Defendant is the "manufacturer" of the subject vehicle and its component parts, as that term is defined under Mississippi law. The subject vehicle and its component parts is a "product" as defined under Mississippi law.

20. The subject vehicle, including its component parts, was defective and unreasonably dangerous to an extent beyond that which would be contemplated by the ordinary and reasonable buyer, consumer, or user who acquired and/or used the product.

21. Defendant knew the subject vehicle, including its component parts, was being purchased and used without inspection by Plaintiff for defects such as existed and further, that the defects in the subject vehicle and its component parts would not be readily observable or detected. At the time of the fire, the subject vehicle and its component parts was being used in a reasonable foreseeable manner, but was unsafe and dangerous for use by Plaintiff. The subject vehicle and its component parts was in the same condition immediately prior to the fire as when originally manufactured and sold to Plaintiff.

22. As a result of the actions of the Defendants as manufacturer, Defendant is strictly liable to Plaintiff for the damages resulting from the fire described herein.

#### CAUSATION

23. Defendant's acts of misfeasance, nonfeasance, or both, whether intentional, grossly negligent, negligent, or inadvertent, were a proximate cause of the injuries and damages sustained by the Plaintiff.

#### ATTORNEYS FEES

24. As a result of Defendant's actions, Plaintiff have been compelled to engage the services of attorneys and are entitled to recover the attorney's fees and costs associated with this lawsuit.

#### DAMAGES

25. As a result of the acts of the Defendants, Plaintiff sustained damages to real property of its contents of at least \$313,314.47 and to vehicles located within the garage of at least \$43,000.00, as well as other damages, all of which are within the jurisdictional limits of this Court.

26. Plaintiff Shelter provided insurance coverage to [REDACTED] pursuant to Policy Nos. [REDACTED] and [REDACTED] and paid Plaintiff [REDACTED] approximately \$312,383.00 for losses sustained to their real and personal property, resulting from this fire loss. SHELTER, as subrogee of Plaintiff [REDACTED], is entitled to seek reimbursement from Defendant of the amount it paid its insureds pursuant to obligations under the above referenced policy of insurance.

WHEREFORE, PREMISES CONSIDERED, Plaintiffs pray that Defendant, Ford Motor Company, be cited to appear and answer herein; that Plaintiffs have judgment against the Defendant as follows:

1. Damages within the jurisdiction limits of this Court in recompence for the losses to Plaintiff [REDACTED] property;
2. Plaintiffs' reasonable attorneys' fees;
3. All costs of Court;
4. For all such other relief, both special and general, at law and in equity, to which Plaintiffs are justly entitled.

This the 20 day of March, 2003.

Respectfully submitted,

BARIA, FYKE, HAWKINS & STRACENER, PLLC

By: 

David W. Baria, MSB #8646

W. Eric Stracener, MSB #10429

Baria, Fyke, Hawkins & Stracener, PLLC

Spangler-Thomas Building

129B South President Street

Post Office Box 24627  
Jackson, MS 39225-4627  
(601) 969-9692 (Phone)  
(601) 601-3580 (Fax)

ATTORNEY FOR PLAINTIFFS

OF COUNSEL:

Kemp Lydick, Esquire  
Attorneys at Law  
8150 North Central Expressway, Suite 875  
Dallas, Texas 75206  
(214) 987-0003 (phone)  
(214) 987-0182 (fax)

*Ford Motor Company*

PROTECTED AND CONFIDENTIAL

Office of the General Counsel

Ford Motor Company  
Peridene Towers West  
Suite 303  
Three Peridene Boulevard  
Dearborn, Michigan 48126-2658

July 15, 2002

Kemp Lydick  
Campbell Centre II, Suite 675  
6160 North Central Expressway  
Dallas, TX 75206  
**ATTENTION: DAVID Q. KEMP**

FAX 214 / 987-0182

Re: Claimant: [REDACTED]  
D/E: June 12, 2002  
Y/File #: [REDACTED]

Dear Mr. Kemp:

As you are aware our expert inspected the alleged defective vehicle. His inspection revealed no evidence of a design or manufacturing defect present, which would have caused the accident to occur as alleged.

Therefore, we must respectfully deny this claim.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

Sincerely,

Shawn L. Norton  
Claims Analyst

# KEMP LYDICK

Attorneys and Counselors

Campbell Centre II, Suite 575  
8150 North Central Expressway  
Dallas, Texas 75208

Telephone 214.897.0000  
Fax 214.897.0192

[www.kemplydick.com](http://www.kemplydick.com)

David O. Kemp  
David O. Kemp, J.D., LL.M.

[dkemp@kemplydick.com](mailto:dkemp@kemplydick.com)

June 28, 2002

**VIA C.M.R.R.R. 7002 0510 0003 9981 3938  
and FAX 313.845.4082**

Ford Motor Company  
c/o Shawn L. Norton, Claims Analyst  
Parklane Towers West, Suite 1500  
Dearborn, Michigan 48126-2568

Re:	Company	:	Shelter Mutual Insurance Company
	Our Claim Number	:	[REDACTED]
	Our Insured	:	[REDACTED]
			Nesbit, Mississippi
Date of Loss	:	06/12/02	
Vehicle I.D.	:	1993 Mercury Lincoln Town Car	
Our File Number	:	70000.004.026	

Dear Mrs. Norton:

Please be advised that this firm has been retained to protect the interests of Shelter Insurance Company (Shelter), subrogee of [REDACTED] (Insureds), in the above referenced matter. All future contact with Shelter or the insureds should be directed through me.

My understanding of the facts to date are as follows: At approximately 2:30 am [REDACTED] was awakened by the sound of a smoke alarm. As she approached the kitchen, she saw a glow and immediately ran back and got [REDACTED] up. [REDACTED] made his way toward the kitchen and observed the glow. They [REDACTED] awakened their son and they all exited out of the window of a bedroom. Subsequently the garage and all of its contents were completely consumed by fire and extensive damage occurred in the kitchen, breakfast area, and the laundry room. It took the firemen approximately 35 to 45 minutes to extinguish the fire.

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Two experts have examined the evidence and the fire scene, a fire cause and origin expert, and an electrical engineer. Inspection of the fire scene indicates that the fire began in and around a parked 1993 Lincoln Town Car (hereinafter referred to as the "subject vehicle.") The fire spread from the subject vehicle in the garage area and into the house. When the inspectors reached conclusions as to origin, it was felt no further inspection should proceed until a proper protocol is adopted, approved and all interested parties notified. This is the purpose of this letter to you.

There seems to be general consensus on the part of all who have made an inspection of the fire scene that the area of origin is the subject vehicle. Your product, the subject vehicle, in our view, is responsible for the fire. We are certainly open to any arguments and supporting data to the contrary. If any other potential causes other than your product, the subject vehicle, are, in your view, the correct area of origin, then these should be identified and addressed now. We are not producing an expert report at this time. I will pass along relevant information regarding the forensics investigation to date, as I have already done in this letter.

Your product, the subject vehicle, in our view, has proximately caused the following damages to the insured, including, but are not necessarily limited to, the following:

1. Costs to repair the subject property;
2. The difference in the value of the property, both real and personal, at the above location immediately before and immediately after the described loss;
3. Loss of use damages;
4. Engineering costs and costs of other experts needed to evaluate the effect of and any repairs that are necessary;
5. Reasonable and necessary attorney's fees incurred in enforcing the rights of our client(s) associated with this claim.

We believe the damages in this case may reach \$150,000.00. We reserve the right to assert a claim for the full damages our clients have and will suffer as a result of the defects and failure of the subject vehicle, asserted herein, and your acts of omission and/or commission against our clients. Accordingly, the purpose of this letter is to provide you with formal notice of our client's claim against you and to provide you with opportunity to resolve the claim in a fair and equitable manner without need for further legal action.

If you have insurance which you believe may cover all or any part of this claim, you are requested to notify your insurance company immediately so that they can take

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whatever action they may deem necessary to protect your interests.

Shelter has preserved the area of origin in the subject residence in its post fire condition, as well as the subject vehicle which allegedly caused this fire loss so that you or your insurer can inspect it, if you or your carrier so desire. This is done in a spirit of fairness, so you and your insurer can evaluate our position and/or prepare any defenses which you may think you have in this case. As you well know, the homeowner is eager to begin repairs to his residence as soon as possible. Time is certainly of the essence to this homeowner in getting back into the residence as soon a possible. Consequently, neither Shelter nor the insured's will commence repairs in the area of origin, nor disturb the fire scene, until July 20, 2002, and will make the premises and vehicle available for you or your insurer's non-destructive inspection up to and including July 20, 2002. Please call me at 214-597-5959 ext. 1 to arrange such inspection. One of our representatives will want to be available. After July 20, 2002, such repairs will commence. If you or your insurance company need additional time to inspect the residence in its present condition, beyond July 20, 2002, then notify me in writing as soon as possible.

If you dispute that you are responsible for this claim, as my client alleges, or if you are aware of any facts or circumstances which indicate you are not at fault in this matter, please notify this office in writing that the claim is disputed and state your reasons therefore. If I do not hear from you within twenty (20) days from your inspection or within thirty days from the receipt of this notice, if you elect not to inspect the fire scene and evidence, I will assume the claim to be valid and will proceed in accordance with that assumption. Your failure to so respond will necessitate our filing suit in this matter.

We look forward to your prompt response.

Sincerely,

*David O'Kemp*  
David O. Kemp

DOK:ek

cc:

2002-025-5 10116

**VEHICLE DESCRIPTION**

**BODY STYLE**  
**4 DR. SEDAN**

**ENGINE  
4.6L SOHC  
(ROMEO)**

ENGINE CALIBRATION  
318DB114

**TRANSMISSION  
4.8PD RD ACME**

**AXLE CODE**

**WARRANTY START DATE**  
12/28/1992

**WORLD DATE**  
12/10/1992

GOALS AND MEASURES

**LESS THAN TWO FEET FROM THE GROUND AND REPAIR VISIBLE FROM THE GROUND**

NO FBI INFORMATION AVAILABLE

**NO REPAIR HISTORY ON VEHICLE**

END OF OASIS REPORT FOR 1LNLM81WBPY074073

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

### (Related Claims)

VIN:	1LNLM81W0PY674679	Veh Desc:	C/YB - TOWN CAR (PN36/PN116) [91-97]	Eng Serial No:	W
Model Year:	1992	Market Derived:	C/M - L/M DIVISION DERIVATIVE	Body Style:	*
Veh Type:	C	Drive Codes:	C/B - 2 WHE L/M REAR DRIVE	Engines:	C/VN - RAM 4.6L SOHC EPI NA
Inv. Dealer:	11651	Body Cab Style:	C/F - 4 DOOR SEDAN+4 LITE	Transmissions:	C/DK - 4 SPD AUTO TRANS NA
		Version/Series:	C/AB - BASE VERSION - CAR		

## BUILD INFORMATION:

Region: NA - MICHIGAN Plant: SA - WIXOM PLANT BUILD  
Country: USA - MICHIGAN Prod Date: 16-DEC-1992

## SALE INFORMATION:

Region: NA - MICHIGAN Selling Dealer: 329791 - \*  
Country: USA - MICHIGAN Selling Dir St/Prov: FL  
Buyer St/Prov: TN

Arrival Date: 16-DEC-1992 End Carpet Lease: \*

Sale Date: 26-DEC-1992 Fleet/Retail/Cn. Lease: F

Warranty Start Date: 26-DEC-1992 Modified Vehicle: \*

Orig Warranty Date: 26-DEC-1992 Nonrequired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

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LLED OPTION INFORMATION:

<b>Op</b>	C/C - A/C AIR CONDITIONER	GVW Code	-	
<b>Op Rating</b>	*	GVW Class Code	L	
<b>Is</b>	* - [NA]	Instrumentation	AC - ELECTRONIC INSTRUMENTATION	0-06
<b>c</b>	BOACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side)	* - [NA]	E: R
<b>i</b>	BOIAC - LIMITED SLIP REAR AXLE	Mirror(Pass Side)	* - [NA]	2-26
<b>Op Rating</b>	72	Paint	PNDAD - MOCHA FROST C/C	2-10
<b>Is</b>	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna	* - [NA]	19
<b>Op(Serial#)</b>	* - [NA]	Radio	AQ - ELETR. PREMIUM AM/FM STEROCITE	**
<b>a Codes</b>	31EDRJIA	Sound System	* - [NA]	RC
<b>m(t)</b>	* - [NA]	Styrene Tandem Axle	* - [NA]	
<b>d(t)</b>	* - [NA]	Tire Manufacturer	AJ -	
<b>Type</b>	M	Tire Height	*	
<b>Codes</b>	*	Tire Size	D9GSF - P215/70R15 WSW	
<b>z</b>	CR - SEAT-SPLIT BENCH	Traction Control	* - [NA]	
<b>l</b>	* - [NA]	Wheel Base	* - [NA]	

1166 5

NOT INFORMATION:

- \* N/A
- \* N/A
- \* N/A
- \* DOT Fleet Manufacturer: \* - \*

FORMATION: EMISSIONS INFORMATION:

<b>Op(Officer)</b>	* Emissions Code	08 - CB
<b>Op(Officer)</b>	* Emissions Cart Type	F
<b>Op(Officer)</b>	* Emissions Dealer Address	NY
<b>Year</b>	* Engine Family	PFM46V900P2
<b>ture Date</b>		

Any comments? You can contact

[webmaster](#)

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**NOTIFICATION RECEIPT HISTORY**

07/04/02 10:47:03

ENTER CAMPAIGN NR > 96L12      VIN >> 1LNLM81W8PY674679  
 DEFECT : PASS AIR BAG      BODY STYLE DESC: 4 DR SEDAN  
 RESP DEALER : 322663      BEGINNING MAILED DATE: 97-03-08 YY-MM-DD  
 RELEASE DESC : NI PART KIT CODE      ENDING MAILED DATE : 97-03-21 YY-MM-DD  
 CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED]      INITIALS: RL  
 STREET ADDR1 :  
 ADDR2 : ST/PRV: MS  
 CITY : NESBIT CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD  
 \*\*\*\*  
 RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD  
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD  
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : INITIALS:  
 STREET ADDR1 :  
 ADDR2 : ST/PRV:  
 CITY : CTRY:  
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD  
 F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
 1048-LAST PAGE OGDB166

USCNU0  
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## CAMPAIGN VEHICLE INFORMATION

07/02/02 10:47:05

ENTER CAMPAIGN NUMBER=> 95864 VIN=> 1LNLM81W8PY674679 TYPE OF SEARCH: N  
MODEL YEAR: DEFECT: PASS AIR BAG BODY STYLE:

NEW STATUS CODE:

CAMP DIV :

REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_

SUPP CODE :

REPAIR DATE: DEALER P/A: \_\_\_\_\_

KIT CODE :

MICRO REF: CLAIM NUM: \_\_\_\_\_

OASIS DATE :

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW: - - -

IND: MATCH CODE:

CURRENT: ASSIGNED: SOURCE: \_\_\_\_\_

EXTRACT DATE:

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
C COMPLETE A 95-12-13 002920 YE2MD5M AC

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS

F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)

I037-NO MORE DATA TO DISPLAY

OGDB166

USCNU150  
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## NOTIFICATION RECIPIENT HISTORY

07/02/04 10:47:07

ENTER CAMPAIGN NBR ==> 95B64      VIN ==> 1LNLM81W8PY674679

DEFECT : \_\_\_\_\_ BODY STYLE DESC: \_\_\_\_\_  
RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
STREET ADDR1 : \_\_\_\_\_  
ADDR2 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
\*\*\*\*\*  
RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
STREET ADDR1 : \_\_\_\_\_  
ADDR2 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
M504-CAMPAIGN FOR THIS VIN NOT FOUND      OGDB166

## STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 02-JUL-2002

Note: All Costs are in US Dollars

ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	I	Q46	7806	*	4288	*	\$11	V42	D21	X1		
AWS Claim Key:	2021912	Doc #: 348016	Tra Code:	2	Labor Hrs:	.9	Labor Cost:						30.75	Material Cost:	0	Total Cost:		30.75							
Dir-Cd-Sub Cd:	45385-P	Name: BUDGET RAC - NASHVILLE	Pn:	4*	St: TN	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	07-JAN-1993							DIST(Mile):2631	
Cost Comments:	DEES WHEN DRIVING - NO BATTERY POWER																								
Tech Comments:	LOOSE GROUND NIGHT PENDEL HOLD DOWN BOLT LOOSE BLACK AND WHITE GROUND WIRE																								
ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	4	Q80	6113	*	7821941	*	201	V31	B05	33		
AWS Claim Key:	2021914	Doc #: 352629	Tra Code:	3	Labor Hrs:	.6	Labor Cost:						20.5	Material Cost:	0	Total Cost:		20.5							
Dir-Cd-Sub Cd:	45385-P	Name: BUDGET RAC - NASHVILLE	Pn:	4*	St: TN	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	31-MAR-1993							DIST(Mile):10865	
Cost Comments:																									
Tech Comments:																									
ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	9	Q30	6101	PIVY	5421819	A	201	V31	B15	01		
AWS Claim Key:	2021916	Doc #: 352635	Tra Code:	3M	Labor Hrs:	.6	Labor Cost:						27.6	Material Cost:	20.96	Total Cost:		48.56							
Dir-Cd-Sub Cd:	06000-P	Name: COUNTRY FORD INC	Pn:	60-3494360	St: MS	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	13-SEP-1993							DIST(Mile):21359	
Cost Comments:																									
Tech Comments:																									
ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	9	Q47	7812	PIVY	19980	A	209	V79	C20	42		
AWS Claim Key:	2021916	Doc #: 352635	Tra Code:	6	Labor Hrs:	.9	Labor Cost:						41.4	Material Cost:	358.15	Total Cost:		399.34							
Dir-Cd-Sub Cd:	06000-P	Name: COUNTRY FORD INC	Pn:	60-3494360	St: MS	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	13-SEP-1993							DIST(Mile):21359	
Cost Comments:																									
Tech Comments:																									
ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	35	Q47	7813	PIVY	199824	A	209	V79	C20	42		
AWS Claim Key:	1784232	Doc #: 6017464	Tra Code:	3B3	Labor Hrs:	1.4	Labor Cost:						91.44	Material Cost:	21.12	Total Cost:		112.56							
Dir-Cd-Sub Cd:	06000-P	Name: COUNTRY FORD INC	Pn:	60-3494360	St: MS	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	06-NOV-1993							DIST(Mile):49294	
Cost Comments:	BLOWER STUCK ON HIGH SPEED																								
Tech Comments:	REPLACE BLOWER SPEED CONTROL.																								
ILNLMK1WPFY674679	VB	CVB	CM	CPC	CIAB	CB	BA	CDE	CVN	18-12-92	26-12-92	325731	USA	37	*	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	1813561	Doc #: 08080A	Tra Code:	3B44	Labor Hrs:	.3	Labor Cost:						13.21	Material Cost:	0	Total Cost:		13.21							
Dir-Cd-Sub Cd:	06000-P	Name: COUNTRY FORD INC	Pn:	60-3494360	St: MS	Ctry Cd: USA								Eng Cd:	NA	Rep Date:	11-OCT-1993							DIST(Mile):51128	
Cost Comments:	95864-TRANS RANGE SELECTOR																								
Tech Comments:	PERFORM RECALL.																								

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Any comments? You can contact

webmaster

Matter Summary  
Attorney Report  
Privileged and Confidential

7/2/2002

Handler: [REDACTED]  
Matter Name: [REDACTED]  
Matter Number: [REDACTED]  
Major Injury: VEH  
Accident Date: 6/12/2002  
Attenu Attic:  
Demand Attic:  
Offer Attic:

OPEN PROD CLM  
Set Low: \$1  
Set High: \$1  
Vmt Low:  
Vmt High:  
Attenu Date:  
Demand Date:  
Offer Date:

Last Update: 7/2/2002  
Court:  
Name:  
State: TX  
Venue:  
Docket Id:  
Additional Docket? NO  
Serve/Notice Date: 6/12/2002  
Trial Date:

Allegation(s): Fire/Misc/Unclif (FMO)

Vehicle(s): 1993 Lincoln Town Car (Full Size)(019)

VIN:

Players: KEMP LYNNCK

(214)987-0003

Role: Party Counsel Plus

Party Name: (A) SHELTER MUTUAL INSURANCE COMPANY (

Party Attorney:  
Notice Date: 6/12/2002  
Close Date:  
Serve Date:

Injury: VEH

Positive Damage? N

Party Name: [REDACTED]

Party Attorney:  
Notice Date: 6/12/2002  
Close Date:  
Serve Date:

Injury:

Positive Damage? N

CHADWICK RICKIE

WTF510

### **NAVIS Vehicle Inquiry**

04/09/03 13:30,34

OCTDB427

NVMP510

## MAVIS Vehicle Inquiry

04/09/03 13:30:50

--> VEHICLE ID: 1LPY674679 (WWVPPRREBEE) VIN: 1LNLM81W8PY674679 Div: 3 Status: 800  
Vehicle Line: CVB Convoy Deliv: 121692 Orig P-Lvl: 310 Selling Dlr: 25C731  
Order Recpt: 112492 ShipTo Stat: Curr P-Lvl: 310 Sale Date: 122692  
Orig Sched: 121492 Rls-To Stat: IL Order Dlr/Reg: 25731/25 Demo Dt:  
Inv Prep: 120392 Orig Int. St: 121292 Orig Rls Dlr: 25731 Deliv Type: N  
Prod Date: 121092 Curr Int. St: 121292 Rls Dlr Pac: 11651 Sales Prd: 092123  
Rls Date: 121192 Dirfin Ext: Warr Start: 122692 Cancel Sl:  
Memo Consgn: Pac Ext: 011093 Warr-Ind: Sale Status: G  
Orig Pltbus: 121192 Advert Ext: -Date- -Dealer- -Region-  
Curr Pltbus: 121192 Shspan 250: 1111 Shipped: 121192 88L206  
T/Name: g BUDGET REN Curr Stock: 121192 25C731 25  
Addr: [REDACTED] State: TN 1st-Prior:  
City: NASHVILLE N/A-Recpt: 123092 2nd-Prior:  
Zip: [REDACTED] Warr-Ind: 3rd-Prior:  
V.O.: 1 2 3 4 5 6 7 8  
12345234567890123456789012345678901234567890123456789012345678901234  
M81PY 4L 5614M1045 OL D P1 3P 4 2GL6 P J25C731 4 ADD  
8 9 0 1 2 3 4 5 6  
5678901234567890123456789012345678901234567890123456789012345678901234567890  
BH H WILNL8 8 B 2 A761A WP BU019  
F1=Help Y3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

CGDB427

E982-025-6 10127

NVMP530

NAVIS Inquiry Screen #3

04/09/03 13:30:52

--> VEHICLE ID: 1LPY674679 (WYD98HES) VIN: 1LN1M61W8PY674679 DIV: 3 Status: 800

Ordering Name: BUDGETNASHVIL	Distr Status: P
Secondary Name:	Last NAVIS St: 123092
Ordering VIN: BU019	Distr Stat Dt: 121692
Order-For VIN:	Last Activity: 071393
Orig Ordr Type: 5	Serialized Dte: 120192
	Scheduled Dte: 121492
	Mexico Status:

Component Data - - - - -

Dr Post/Calib: HPU	Tire Brand: A
Brake Cntl Lbl: JYJ	EMC:
Engine Tag Cd: [REDACTED]	
Engine Serial: W	
Driver Airbag: PT4308C1221	
Pssngr Airbag: 13309C051	Axle: JY

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F6=Screen #1

OGDB427

CSCN140

## VEHICLE DATA

04/09/03 13:31:33

\*\*\*&gt; ENTER VIN ==&gt; 1LNLM81W8PY674679

NAME ==&gt; [REDACTED]

ZIP ==&gt; [REDACTED]

MODEL YR ==&gt;

OWNER NAME  
STREET ADDR

CITY : NESBIT

ST/PRV: MS CTRY:

MODEL YEAR : 93 PLANT: Y

BODY STYLE DESC: 4 DR SEDAN

VEHICLE DESC : 1993 TOWN CAR

N/A YY-MM-DD 95-10-06

ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: R

SALE YY-MM-DD 92-12-26

PRODUCTION YY-MM-DD 92-12-10

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	88	S	206	45	CC
FACING	3	25	J	731		
RESPONSIBLE	3	22	J	663		

CA EMISSION :	ENGINE TAG CODE :	[REDACTED]	CAMPAIGN COUNTS
NAVIS STATUS :	COMPANY CAR IND :	[REDACTED]	TOTAL CAMPAIGNS : 02
DSO DISTRICT :	FLEET CODE :	[REDACTED]	OPEN : 00 CLOSED : 02
DSO NUMBER :	FLEET STATUS :	[REDACTED]	ACTIVE: 01 HISTORY: 01

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB427

CSCN150

## CAMPAIGN VEHICLE INFORMATION

04/09/03 13:31:37

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 1LNLM81WSPY674679 TYPE OF SEARCH: A  
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN

NEW STATUS CODE:

CAMP DIV : 6

REPAIR INFORMATION:

SUPP CODE :

REPAIR DATE:

TYPE CODE: -

KIT CODE : CI

MICRO REF: \_\_\_\_\_

DEALER P/A: \_\_\_\_\_

OASIS DATE :

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW:

IND: MATCH CODE: 2

CURRENT: 3 22 663 ASSIGNED: 96-12-19 SOURCE: PX

EXTRACT DATE: 96-12-19

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRON	CL	SRC
F FORCED COMPLETION	96-01-22	B	96-01-22					OL
M RELEASED FOR MAILING	97-02-25							
H AWAITING MAILING	96-11-22							

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7-FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MN-DD)

I037=NO MORE DATA TO DISPLAY

OGDB427

CSCN130

NOTIFICATION RECIPIENT HISTORY

04/09/03 13:31:38

ENTER CAMPAIGN NBR ==> 96L12      VIN ==> 1LNLM81W8PY674679  
DEFECT : PASS AIR BAG      BODY STYLE DESC: 4 DR SEDAN  
RESP DEALER : 322663      BEGINNING MAILED DATE: 97-03-08 YY-MM-DD  
RELEASE DESC : NI PART KIT CODE      ENDING MAILED DATE : 97-03-21 YY-MM-DD  
CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS: RL  
STREET ADDR1 :      ST/PRV: MS  
ADDR2 :  
CITY : NEBRIT      CTRY:  
ZIP/POSTAL CODE: \*\*\*\*\* N-A SOURCE: R N-A EFF DATE: 95-10-06 YY-MM-DD  
\*\*\*\*\*  
RESP DEALER :      BEGINNING MAILED DATE: YY-MM-DD  
RELEASE DESC :      ENDING MAILED DATE : YY-MM-DD  
CAMPAIGN DIV :      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS:  
STREET ADDR1 :      ST/PRV:  
ADDR2 :  
CITY :  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB427

CSCN150

## CAMPAIGN VEHICLE INFORMATION

04/09/03 13:31:42

ENTER CAMPAIGN NUMBER--> 95B64      VIN--> 1LNLM81W8FY674679      TYPE OF SEARCH: H  
MODEL YEAR: DEFECT:      BODY STYLE:

NEW STATUS CODE:      CAMP DIV :  
REPAIR INFORMATION:      TYPE CODE:      SUPP CODE :  
REPAIR DATE:      DEALER P/A:      KIT CODE :  
MICRO REF:      CLAIM NUM:      OASIS DATE :  
DELETE REASON:      VENDOR N/A INFORMATION:  
RESP DEALER INFORMATION: NEW:      IND: MATCH CODE:  
CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL SRC
C COMPLETE	A 95-12-13				002920	YE2MD5M	AC

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS

F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)

I037-NO MORE DATA TO DISPLAY

CGDB427

# Vehicle Information Report

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**GENERAL VEHICLE INFORMATION:**
**(Related Claims)**

VIN:	1HNMN1W0P704677	Vehicle:	CIV - TOWN CAR (P0629M10) [91-97] Body Style:	*	
Model Year:	1996	Market Segment:	CIV - L-M DIVISION DERIVATIVE	North Eng Serial No:	
Vehicle Type:	C	Drive Code:	CB - 2 WHEEL DRIVE REAR DRIVE	Region:	CIV - L-M 4.6L 305C 5P NA CIVL GMF
Inv. Number:	11661	Body/Cat Style:	4 DOOR SEDAN-6 LITE	Transmission:	CIV - 4 SPD AUTO TRANS NAAO ADEM
Vehicle Status:	000	Version/Color:	CAB - BASE VERSION - CAR		
Color:					
North Eng Serial No:	1	2	3	4	5
	6	7	8	9	

---

Trace/Trace Serial No:

---

**BUILD INFORMATION:**

Region:	NA - GRANDVIEW	Plant:	NA - WIXOM PLANT BUILD
Country:	USA - GRANDVIEW	Prod Date:	14-DEC-1992

---

**SALES INFORMATION:**

Region: NA - GRANDVIEW Selling Doctor: 32594 - \*

Country: USA - GRANDVIEW Selling Mkt: Midwest: WI

Buyer State/Prov: TN

Accred State: 14-DEC-1992 Prod. Carpet Lease: \*

State Date: 24-DEC-1992 Production/Mkt: Lease: F

Warranty Start Date: 24-DEC-1992 Modified Vehicle: \* Vehicle Owner Flag:

Org Warranty Date: 24-DEC-1992 Uninsured Vehicle: \* Vehicle Export Flag: N

60107-9-122-222

**VOICEOC:**

1 2 3 4 5 6 7 8 9  
 1010104679 CL 50100001 CL D 2002 30 6 2006 P 200210 4 2006 00 00 00  
 2006 0 0 2 2002 00 00 00 00

**INSTALLED OPTION INFORMATION:**

Air Conditioning	C/C - AIR-CARE CONDITIONER	GVW Code	
Alternator Amp Rating	* - [NA]	GVW Class Code	L
Anti-theft		Instrumentation	AC - ELECTRONIC INSTRUMENTATION
Auto Radio	EDACC - 1.25 TWIN DRIVE RATED	Interior/Exterior Lamp	* - [NA]
Auto Type	EDMAC - LIMITED SLV XTRM AWD	Interior/Exterior Lamp	* - [NA]
Battery Amp Rating	72	Paint	EDRAD - MOCHA FROST/C
Brake Order	FEAAB - 4 WHEEL ANTI-Lock BRAKES Power Assist	Radio	* - [NA]
Brake Configuration	* - [NA]	Sound System	* - [NA]
Calibration Codes	3100001A	Steering	
Color/Accessory	* - [NA]	Steering Tuning Action	
Color/Trim	* - [NA]	Tire Manufacturer	AT-
Delivery Type	M	Tire Brand	*
Exterior Color	*	Tire Size	205/60R15 90H
Front Seats	C/C - SEAT-SPLIT BENCH	Traction Control	* - [NA]
Front Type	* - [NA]	Wheel Base	

**THEIR INFORMATION:**

LR \* 00:  
 LR \* 00:  
 LR \* 00:  
 NAME: \* BOYD Manufacturing \* \* \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code	* - Evolution Code	OB - OB
ESP Configuration	* - Evolution Out Type	F
ESP Coverage/Model	* - Evolution Diesel Model	JY
ESP Flex. Vessel	* - Engine Family	PRMAMVSPDF2
ESP Signature Date		

---

Any comments? You can contact

www.motor

motor.com

## STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 09-APR-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WHEEL	MKT	BODY	VRL	DRIVE	PLANT	TRAM	ENG	PROD	WARE	SELLING	SELL CNT	TB QRT	WCC PREP	SASE	SUPF VRL	VRC OCC CD	
	VL	DER	CAB	ARM	TYPE	CD	CD	COG	DATE	DATE	DEALER	CNT							
1LNLM81W8PT074679	VB	CVS	CM	CPC	CAB	CB	BA	CDK	CVM	10-12-92	26-12-02 325731	USA	1	*	7006	*	14399	*	311 V31 B31 X1
AWS Claim Key:	8852813	Date:	369116	Tax Code:	2	Labor Hrs:	.9			Labor Cost:		30.75	Material Cost:	0	Total Cost:	30.75			
Dir-Cat-Sub Cd:	43985-*	Name:	BUDGET RAC - NASHVILLE		Pn:	*.*			Bl-TN	Cty	USA	Reg Cds:	NA	Rep Date:	27-JAN-1993	DSTP	(8852813)		
Cost Comment:	IMPROPER DRIVING - NO BATTERY POWER.																		
Tech Comment:	LOOSE GROUND WIRE POWER HOLD DOWN BOLT. LOOSE BLACK AND WHITE GROUNDED WIRE.																		
1LNLM81W8PT074679	VB	CVS	CM	CPC	CAB	CB	BA	CDK	CVM	10-12-92	26-12-02 325731	USA	4	*	6113	*	7021961	*	301 V31 B35 33
AWS Claim Key:	8852814	Date:	369116	Tax Code:	2	Labor Hrs:	.6			Labor Cost:		30.5	Material Cost:	0	Total Cost:	30.5			
Dir-Cat-Sub Cd:	43985-*	Name:	BUDGET RAC - NASHVILLE		Pn:	*.*			Bl-TN	Cty	USA	Reg Cds:	NA	Rep Date:	21-MAR-1993	DSTP	(8852814)		
Cost Comment:	IMPROPER DRIVING - NO BATTERY POWER.																		
1LNLM81W8PT074679	VB	CVS	CM	CPC	CAB	CB	BA	CDK	CVM	10-12-92	26-12-02 325731	USA	9	*	4813	FIVY 3421819 A	301 V31 B45 81		
AWS Claim Key:	8852816	Date:	425493	Tax Code:	884	Labor Hrs:	.5			Labor Cost:		27.5	Material Cost:	20.98	Total Cost:	48.58			
Dir-Cat-Sub Cd:	08000-*	Name:	COUNTY FORD INC		Pn:	603-3494300	Sc-M2		Bl-M2	Cty	USA	Reg Cds:	NA	Rep Date:	13-SEP-1993	DSTP	(8852816)		
Cost Comment:	REPLACE BLOWER STUCK ON HIGH SPEED.																		
Tech Comment:	REPLACE BLOWER SPEED CONTROL.																		
1LNLM81W8PT074679	VB	CVS	CM	CPC	CAB	CB	BA	CDK	CVM	10-12-92	26-03-03 325731	USA	37	*	*	*	*	52X V30 *	

Claims List Report

Page 2 of 2

AWS Claim No:	1000001	Issue Date:	08/08/04	Tech Order:	90004	Letter Num:	3	Letter Date:	15/20	Material Claim #:	0	Trans Order:	1520
Inv Cntr Sub Cr:	000001	Name:	COMMUNITY FOOD INC	Inv:	002-3456789	Inv Mfg:	JK-MI	City:	USA	Eng Cr:	NA	Eng Date:	11-OCT-1995 (0000-0000)
Cost Center:	90004	TRANS RANGE SELECTOR:											
Task Center:	90004	PERFORM RECALL:											

Any comments? You can contact:

Webmaster

NFS-CEN-8-2007

4/9/2003

## Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 8055913

### Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 26-DEC-1992

Production Date: 10-DEC-1992

VIN: 1LNLM81W8PY674679

### Dealer Information

Dealer Name: BUDGET RAC - NASHVILLE

Dealer Code: 45385 - \*

Address: 804 HANGAR LANE

City: NASHVILLE

State: TN Zip Code: 37217

Country: USA Region Code: NA

Phone: (615) 226-8888

### Claim Information

Document Number: 349116

Repair Date: 07-JAN-1993

Distance: 2631

TIS: 1

### Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 30.75

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 30.75

FBI - MEMPHIS

Cust. Concern Code: D21 - ENGINE STALLS

Condition Code: X1 - POOR GROUND

Technician Comment: LOOSE GROUND RIGHT FENDER HOLD DOWN BOLT LOOSE BLACK AND WHITE GROUND WIRE  
Customer Comment: DIES WHEN DRIVING - NO BATTERY POWER

Labor Op. Code	Labor Op. Description	Labor Op. Cost
14200A	WIRING ASSEMBLY REPAIR	0
10200A	ALTERNATOR CIRCUITS (USING VOLTMETER) DIAGNOSIS	0
10655A	BATTERY RECHARGE	0

Causal Full Part Number	Part	Part Extended
Flag PREV BASE SHFT		
Y * 14289 * WIRE ASY DASH TO ENG 180101	0	0

DTC Section: MIL, Light ON - N

Flag Test Type: Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

## Claim Detail Report

*Note: All costs are in US dollars*

Model Year = 1993; Claim Key = 8055914

### Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/F/C - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 26-DEC-1992

Production Date: 10-DEC-1992

VIN: 1LNLM81W8PY674679

### Dealer Information:

Dealer Name: BUDGET RAC - NASHVILLE

Dealer Code: 45385 - \*

Address: 304 HANGAR LANE

City: NASHVILLE

State: TN Zip Code: 37217

Country: USA Region Code: NA

Phone: (\*)\*-\*

### Claim Information

Document Number: 352829

Repair Date: 31-MAR-1993

Distance: 10805

TIS: 4

### Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 20.5

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 20.5

870-333-0110

Cust. Concern Code: B05 - BODY PANELS HARD TO OPEN

Condition Code: 33 - LOOSE

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
27406B	TRIM PANEL-REAR DOOR REMOVE AND INSTALL	0
27406B1	CORRECTION OF SQUEAKS & RATTLES OR PERFORM MINOR ADJUST	0

Consel	Full Part Number	Part	Part Extended
Flag	PRK BASE SUPP	Description	CPSC Quantity Amount

Y \* 7021941 \* LNK FRT DR LAT R/CONT/NANA 0 0

DTC Sections: MIL Light ON = N

Flag Test Type: Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact

webmaster



Cust. Concern Code: B15 - BODY PANEL HARD TO CLOSE

Condition Code: 01 - BROKEN/CRACKED

Technician Comment:

Customer Comment:

Labor Op. Code	Labor Op. Description	Labor Op. Cost
218184	CONTROL AND LINK ASSEMBLY - FRONT/REAR DOOR LATCH REPLACE	0
Canal Full Part Number	Part	Part Extended
Flag FREE BASE SHIP	Description CPSC Quantity Amount	

Y FIVY 5421819 A REM CNTRL ASY L 011404 1 0

DTC Sections: MIL, Light ON - N

Flag Test Type: Malfunction Cd: Malfunction Cd Description: Monitor Cd: Monitor Cd Description:

Any comments? You can contact:

robinson

## Claim Detail Report

*Note: All costs are in US dollars*

Model Year = 1993; Claim Key = 3055915

### Vehicle Information

Model Year: 1993

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WEL LH REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 26-DEC-1992

Production Date: 10-DEC-1992

VIN: 1LNLM81W8PY674679

### Dealer Information:

Dealer Name: COUNTRY FORD INC

Dealer Code: 06000 - \*

Address: 95 EAST GOODMAN ROAD

City: SOUTHAVEN

State: MS Zip Code: 38671

Country: USA Region Code: NA

Phone: (662)349-4300

### Claim Information

Document Number: 028493

Repair Date: 13-SEP-1993

Distance: 21359

TIS: 9

### Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 41.4

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 158.18

Total Cost Gross: 199.58

Cust. Concern Code: C20 - OTHER TEMPERATURE CONTROL TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
19980A	CONTROL ASSEMBLY-AIR CONDITIONER REPLACE	0

Cause: Full Part Number : Part Part Extended

Flag: PREV BASE SUFF Description: CPSC Quantity Amount

Y F3VY 19980 A CONTROL A/C 120308 1 0

DTC Sections: MIL. Light ON = N

Flag Test Type: Malfunction Cd: Malfunction Cd Description: Monitor Cd: Monitor Cd Description:

---

Any comments? You can contact:

xxxxxxxxxx

2003-04-16 10:19:29

## Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 17849502

### Vehicle Information

Model Year: 1993

Market Derived: C/M - L/M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL LH REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (PN36/PN116) (91-97)

Warranty Start Date: 26-DEC-1992

Production Date: 10-DEC-1992

VIN: 1LNLM81WPY674679

### Dealer Information:

Dealer Name: COUNTRY FORD INC

Dealer Code: 06000 - \*

Address: 95 EAST GOODMAN ROAD

City: SOUTHAVEN

State: MS Zip Code: 38671

Country: USA Region Code: NA

Phone: (662)349-4300

### Claim Information

Document Number: 001746A

Repair Date: 06-NOV-1995

Distance: 49984

TIS: 35

### Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 91.66

Misc. Expense Amount: 0

Part Markup Amount: 20.69

Material Cost: 59.12

Total Cost Gross: 171.47

FBI/DOJ - 2003

Cust. Concern Code: C20 - OTHER TEMPERATURE CONTROL TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPLACE BLOWER SPEED CONTROL.

Customer Comment: BLOWER STUCK ON HIGH SPEED

Labor Op Code	Labor Op Description	Labor Op Cost
19700D	AUTOMATIC TEMPERATURE CONTROL (ATC) DIAGNOSIS	25.46
19700D1	PIN POINT TEST TEST	15.28
19700D8	BLOWER MOTOR-SPEED CONTROL REPLACE	50.92

Control Full Part Number	Part	Part Extended
Flag FREE BASE SUBF	Description	CPSC Quantity Amount
Y F4VY 19E624 A	CONTROLLER BLUR SPD 120303	1 59.12

DTC Sections	MIL. Light ON = N
Flag Test Type	Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

---

Any comments? You can contact:



rechnester

## Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 18338641

### Vehicle Information

Model Year: 1993

Market Derived: C/M - L/M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/AB-BASE VERSION - CAR

Drive Type: C/B-2 WHL LH REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FNG6/FN116) [91-97]

Warranty Start Date: 26-DEC-1992

Production Date: 10-DEC-1992

VIN: 1LNLM81W8PY674679

### Dealer Information

Dealer Name: COUNTRY FORD INC

Dealer Code: 06000 - 4

Address: 95 EAST GOODMAN ROAD

City: SOUTHAVEN

State: MS Zip Code:38671

Country: USA Region Code: NA

Phone: (662)349-4300

### Claim Information

Document Number: 002920A

Repair Date: 11-DEC-1995

Distance: 51128

TIS: 37

### Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 15.28

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 15.28

Cost, Concern Code: 4 ..

**Condition Codes: \* - [N/A]**

**Technician Comment: PERFORM RECALL.**

---

**Customer Comment: 9SB64-TRANS RANGE SELECTOR**

#### **Labor On-Cycle Labor On-Pause-time Labor On-Cost**

**B64A**      **REPLACE**      **15-23**

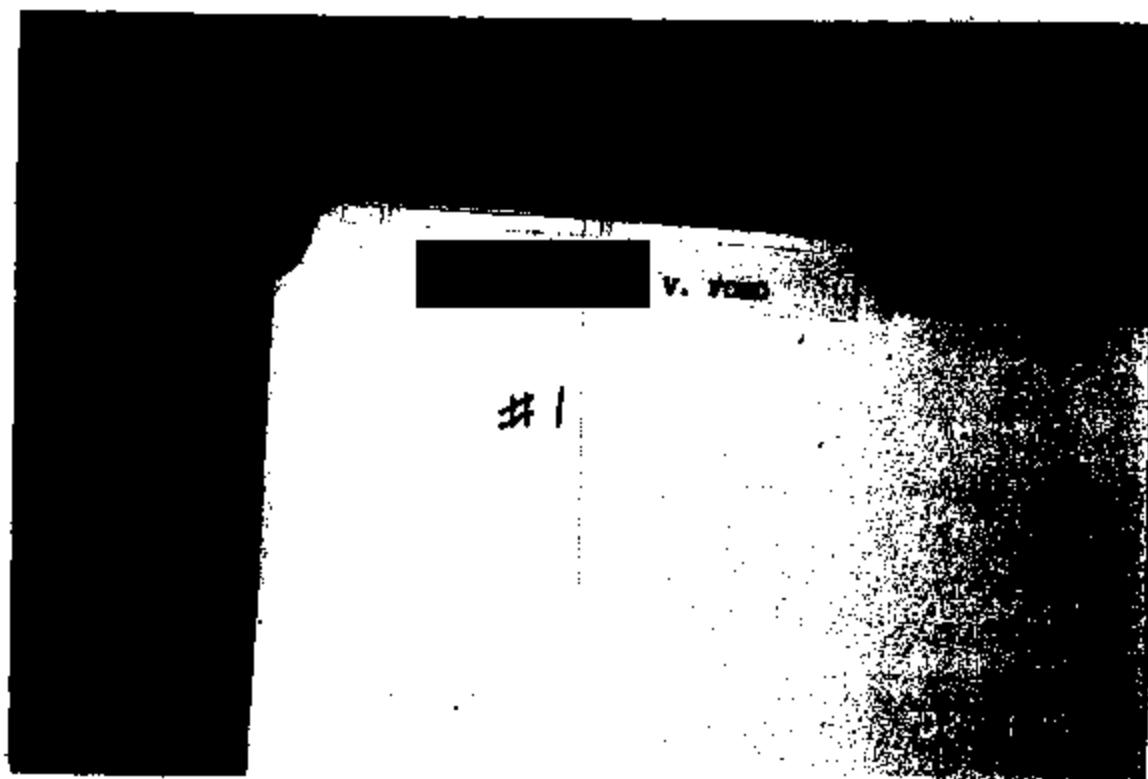
Control Full Part Number	Part	Part Extended
Flag	FIRE BASE SHIFT	Description CYES Quantity Amount

**DTC Scanline** MIL-1945 QN = Y

**Flag Test Type**   **Maintenance Cd**   **Maintenance Cd Description**   **Monitor Cd**   **Monitor Cd Description**

**Any comments? You can contact**

www.bartleby.com

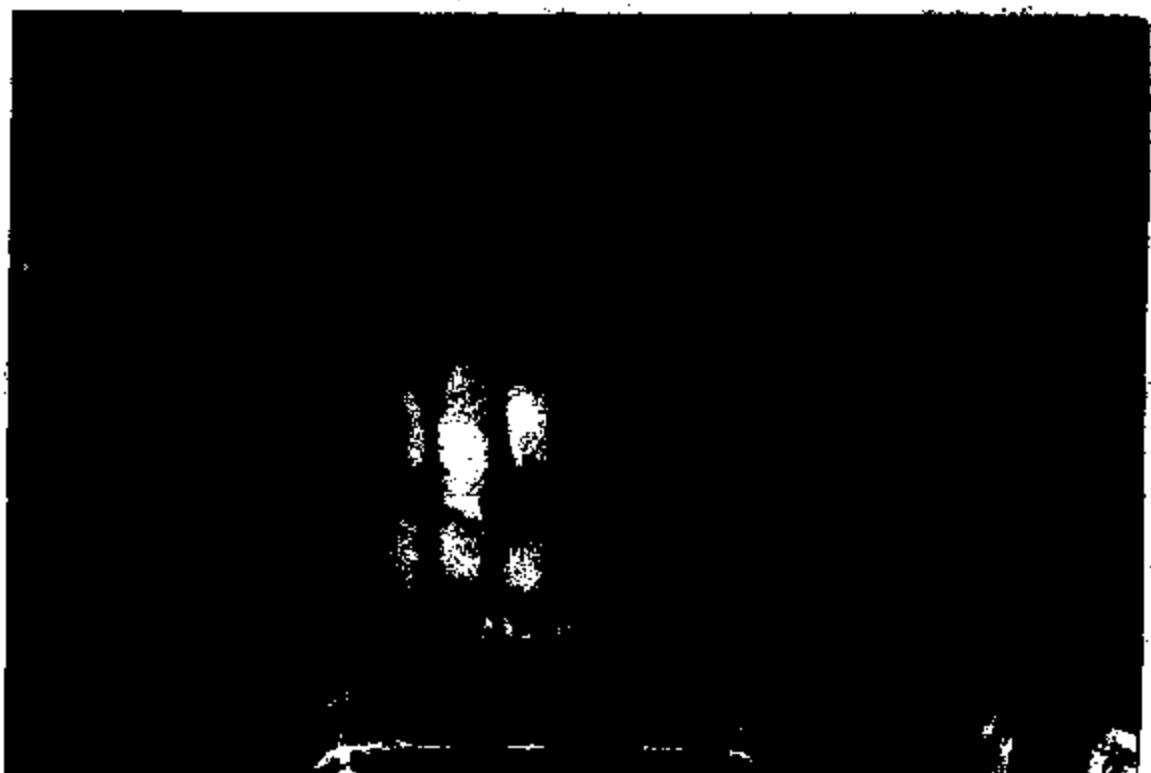




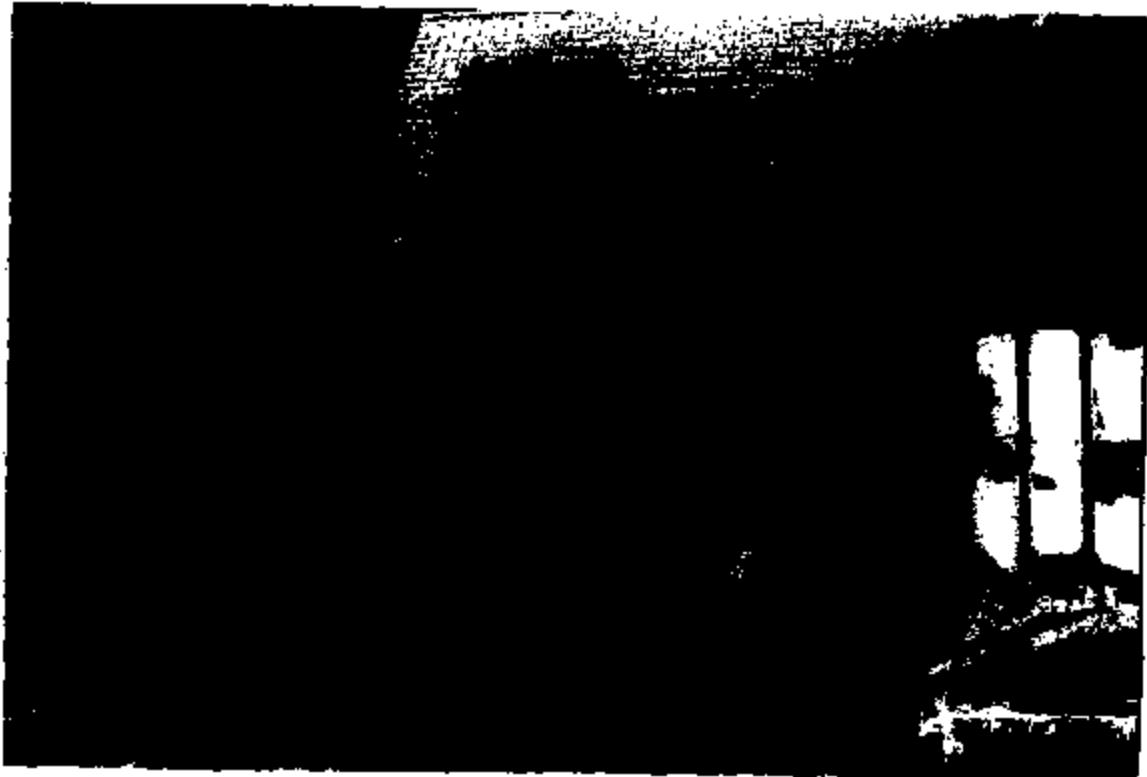
2002-025-8 10151



MEC-025-2 10152



MEG-025-3 10120

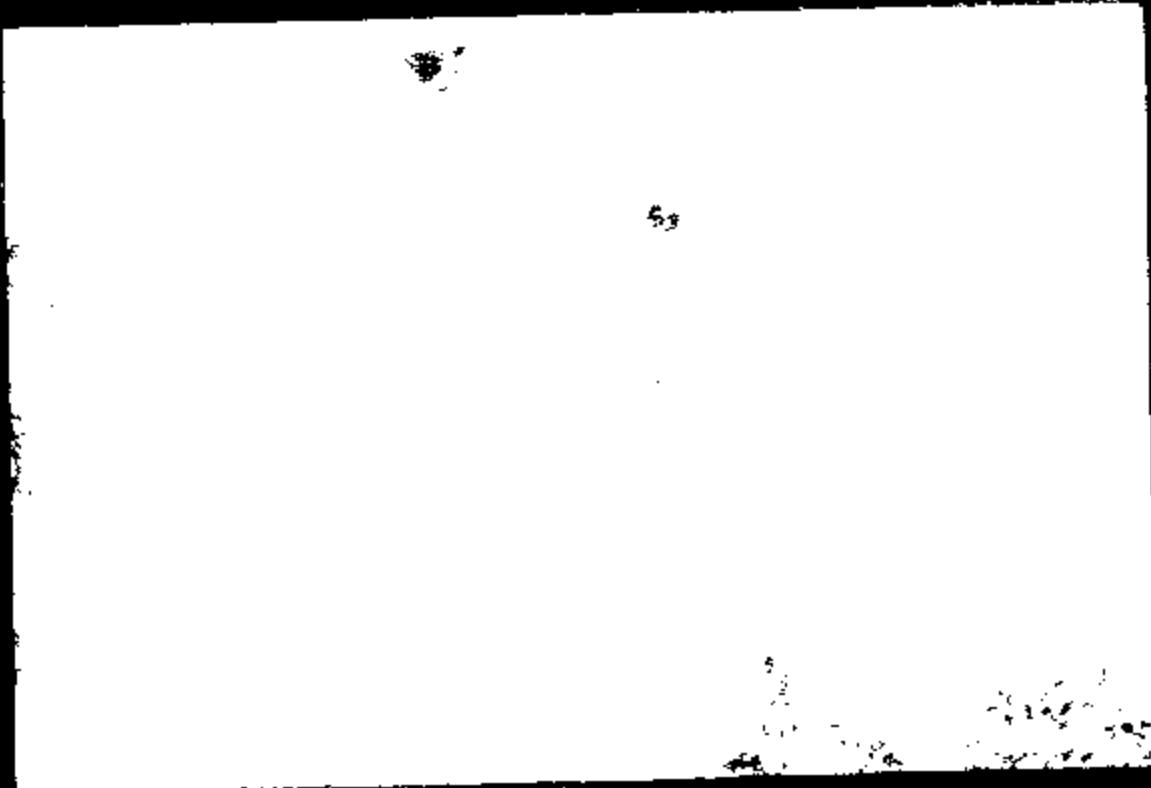
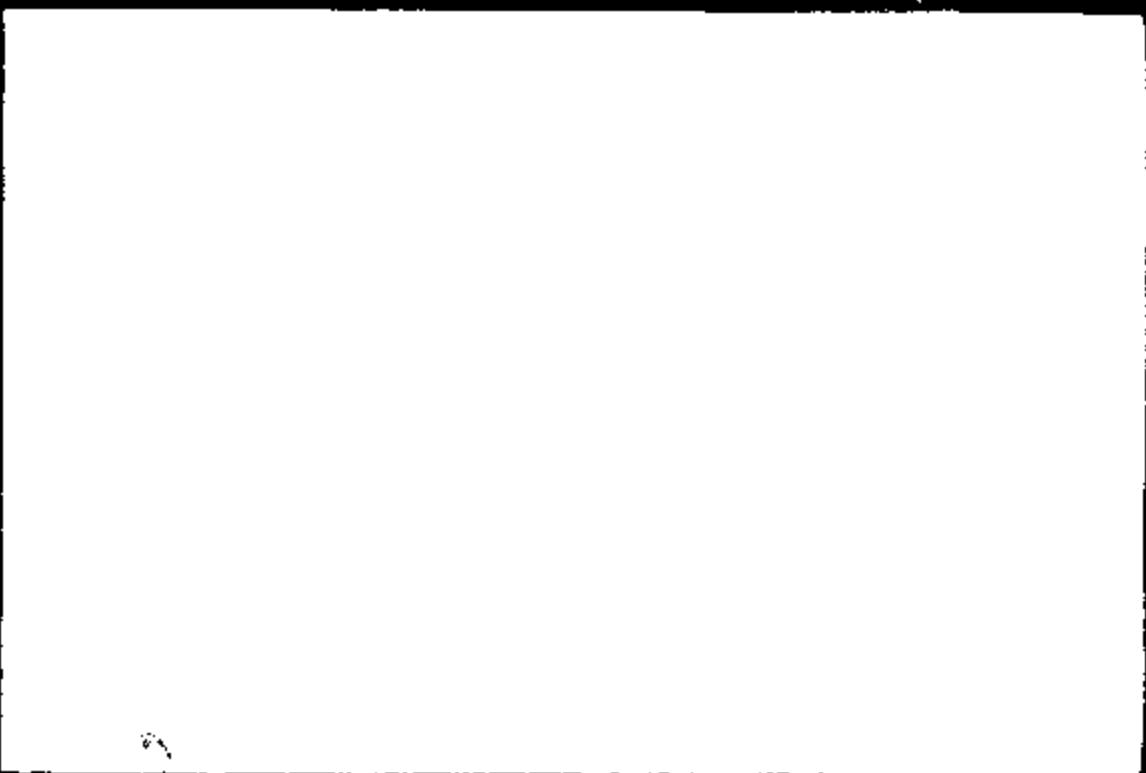


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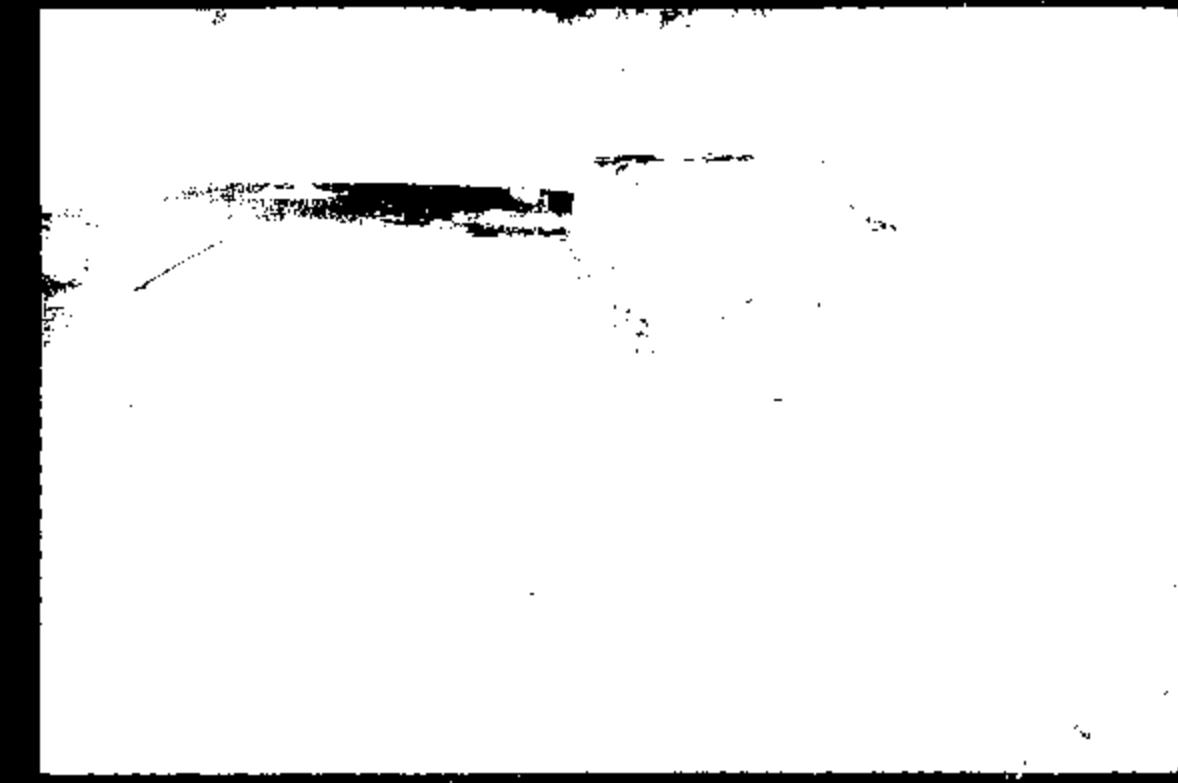
DMO-425-2 10156

0002-025-8 10156

2025-025-2 16167



2000-020-0 1010



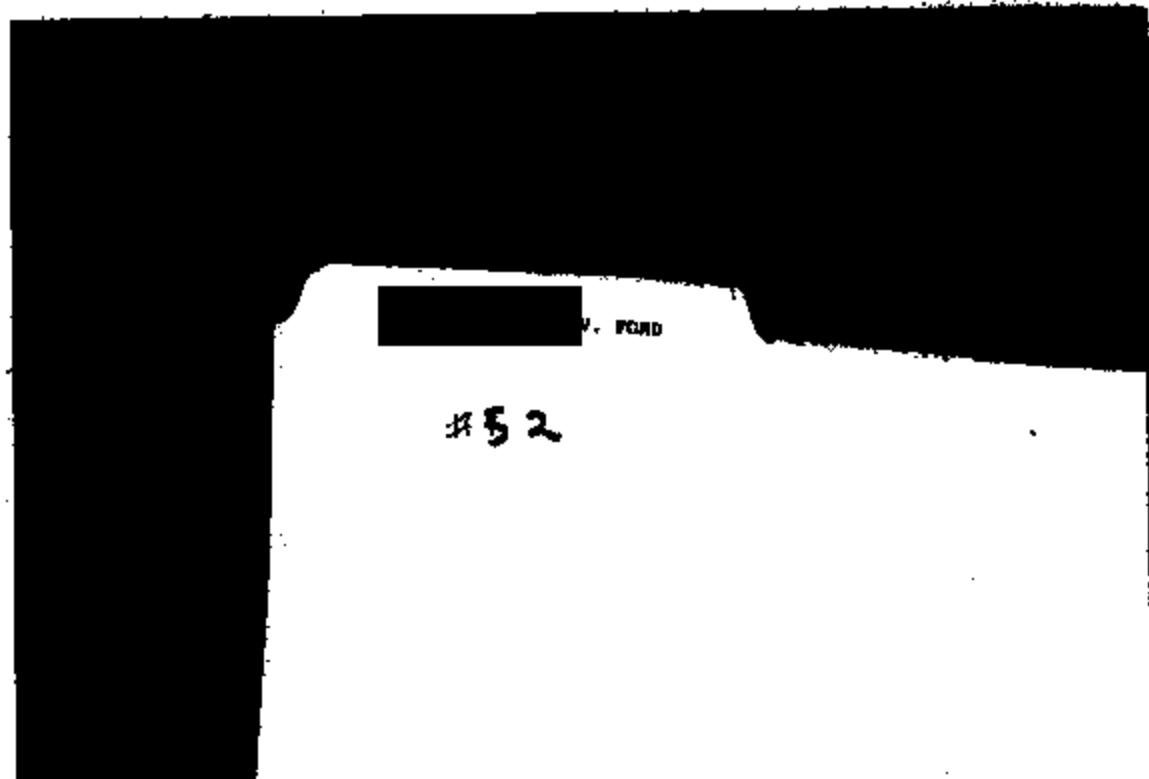
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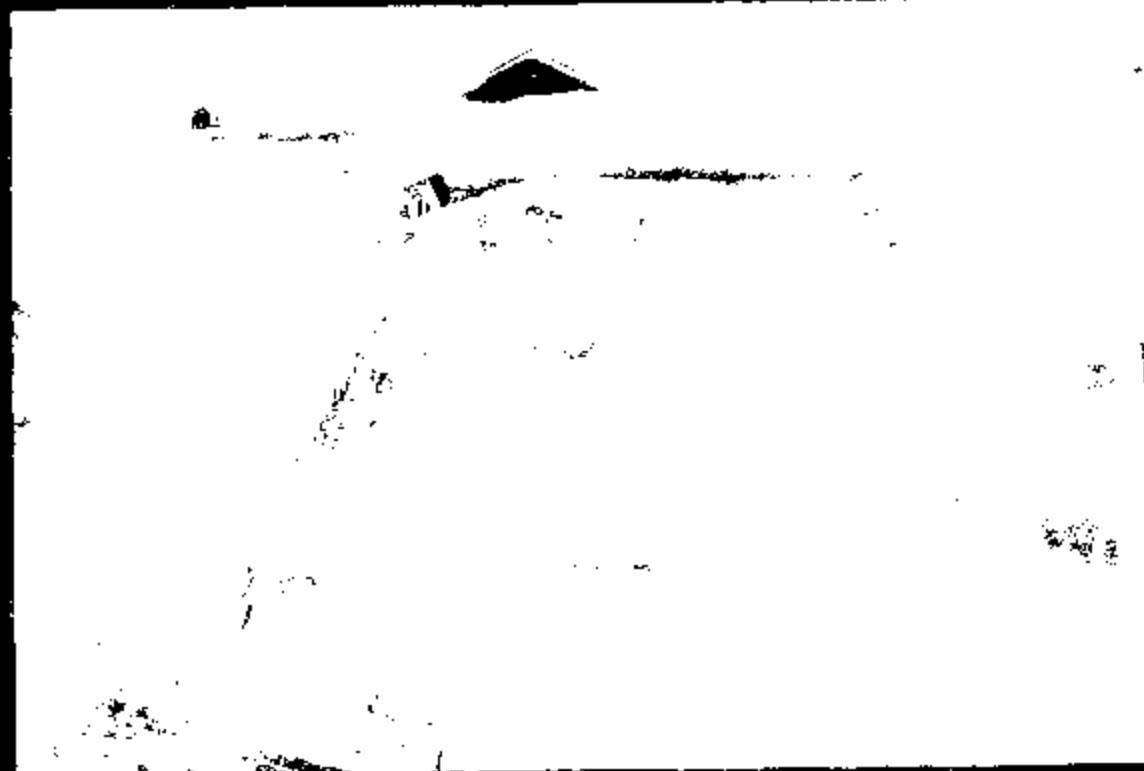
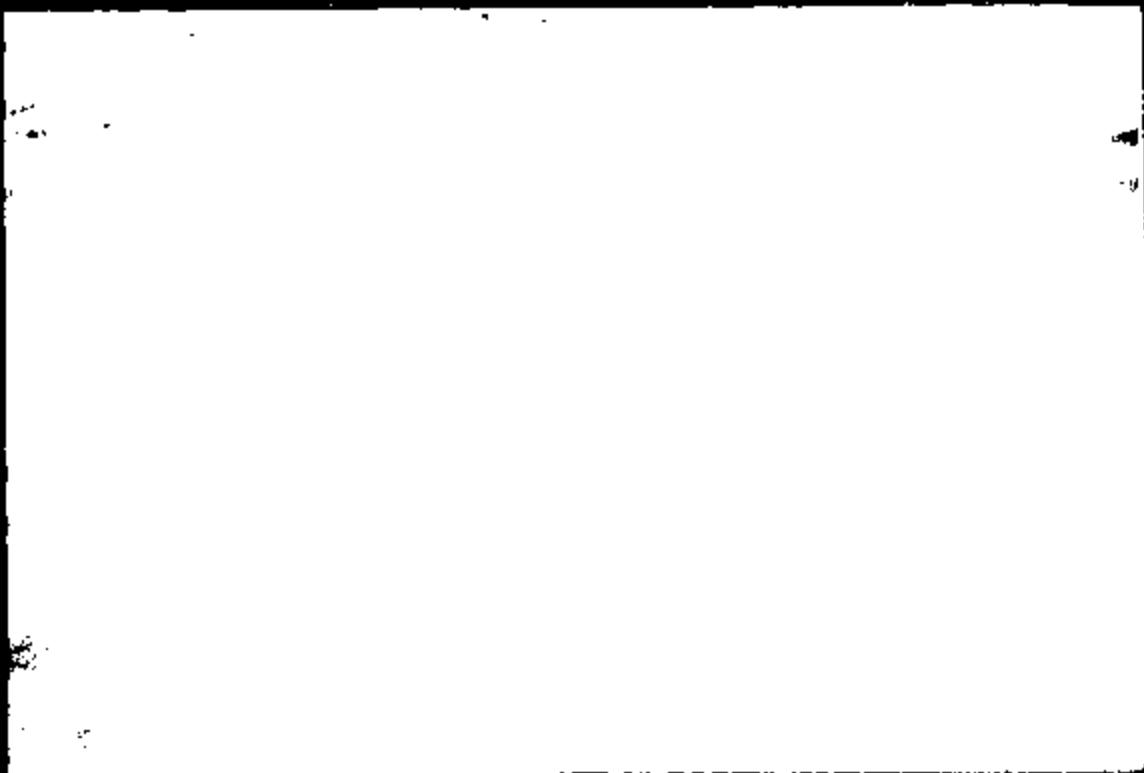


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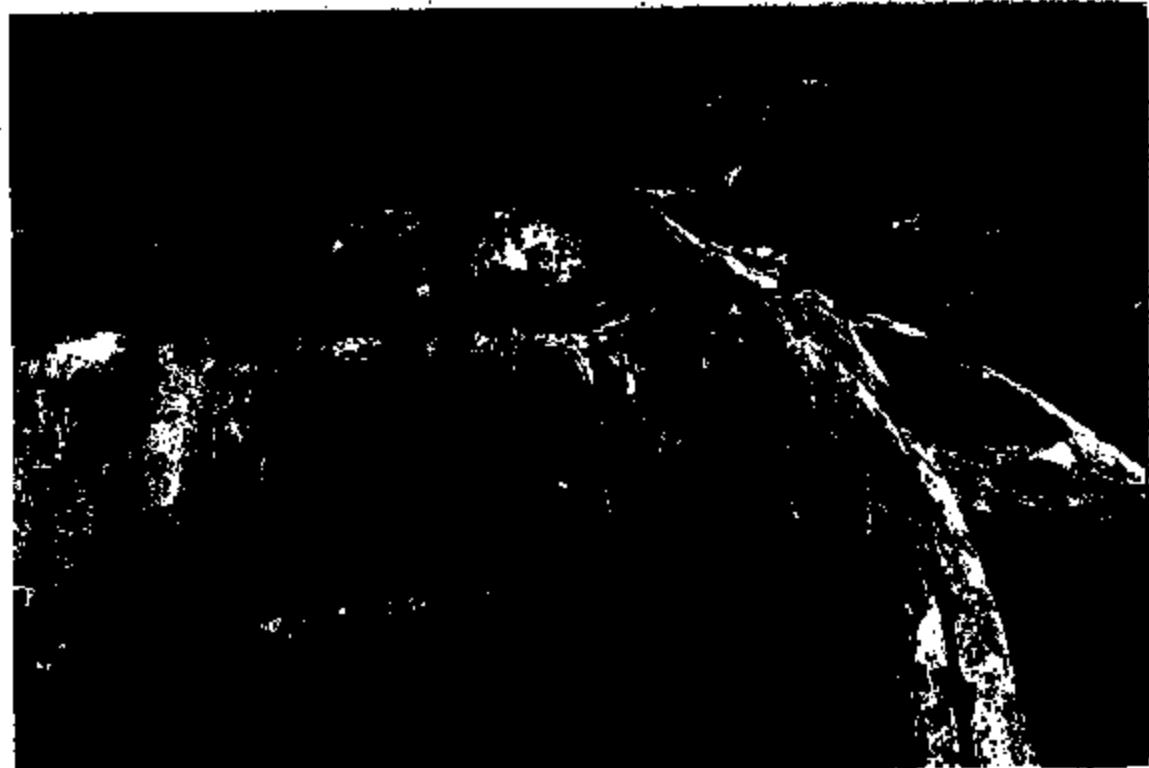


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402-025-3 10203



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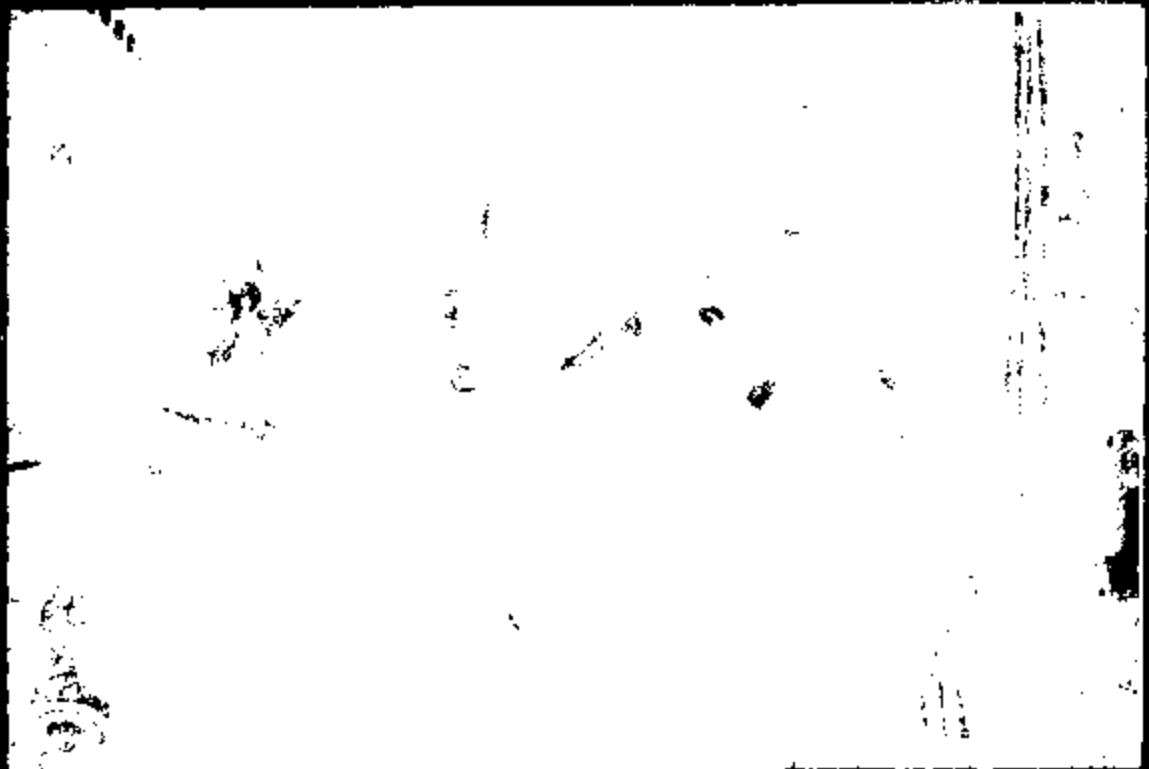
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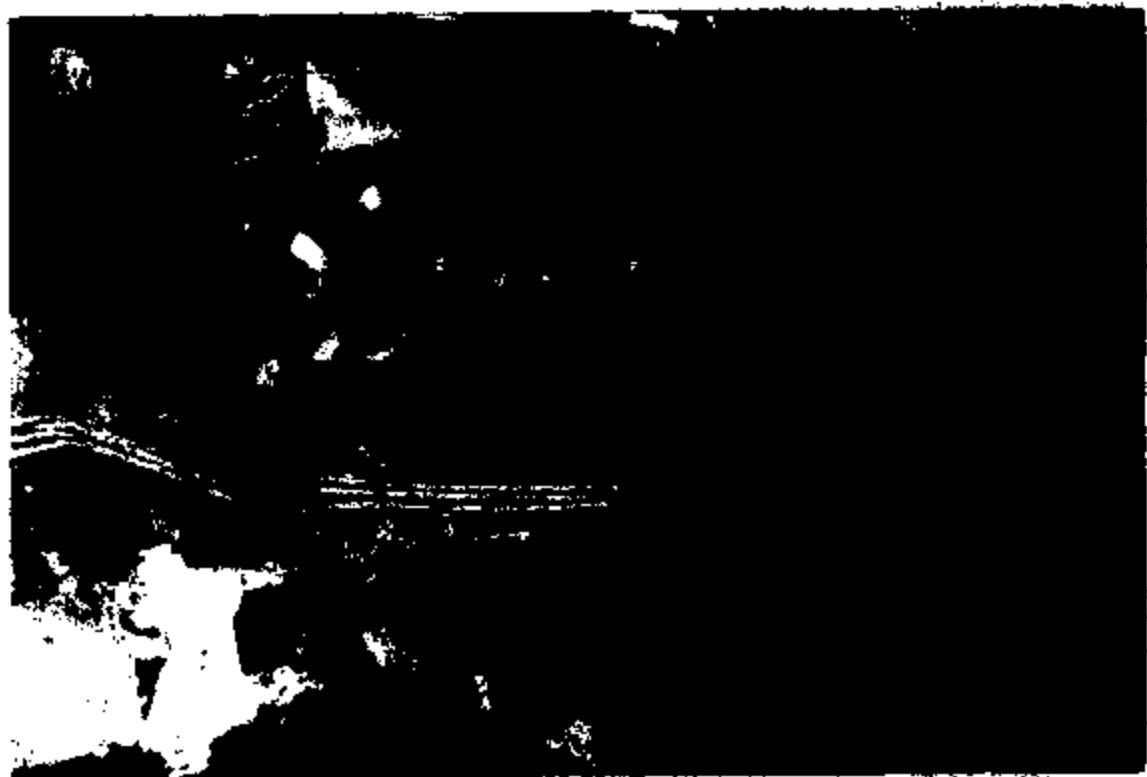


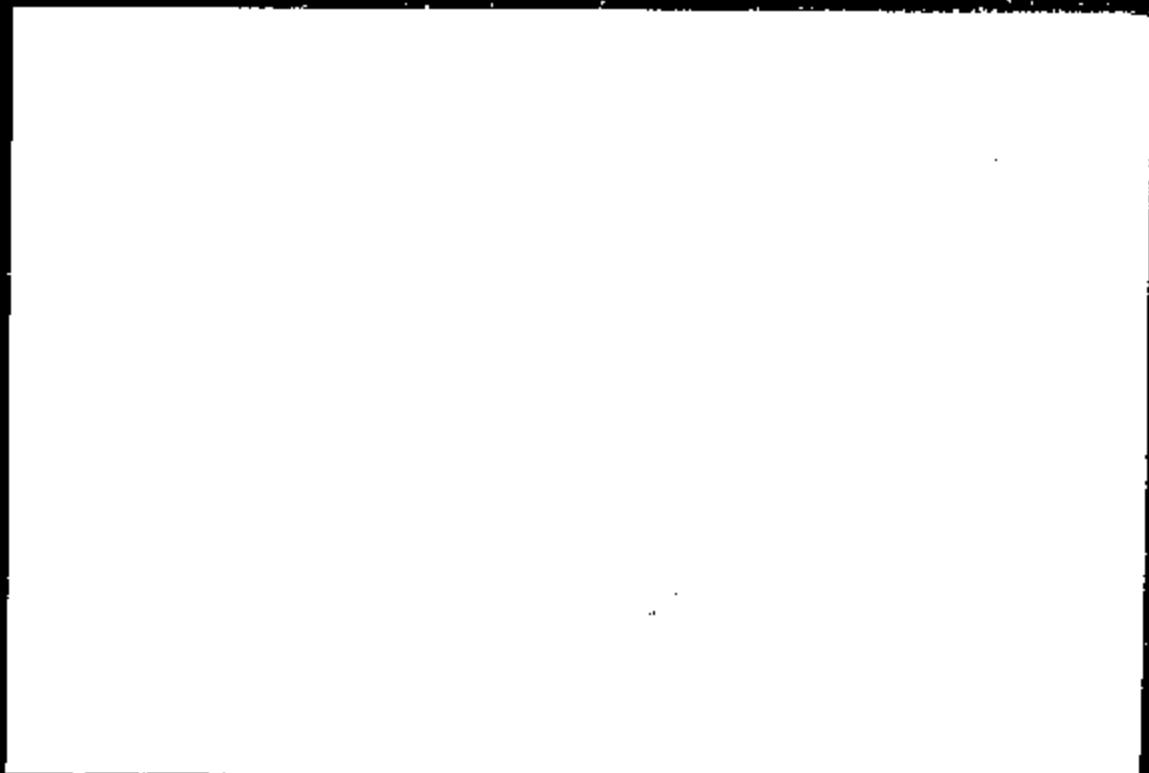
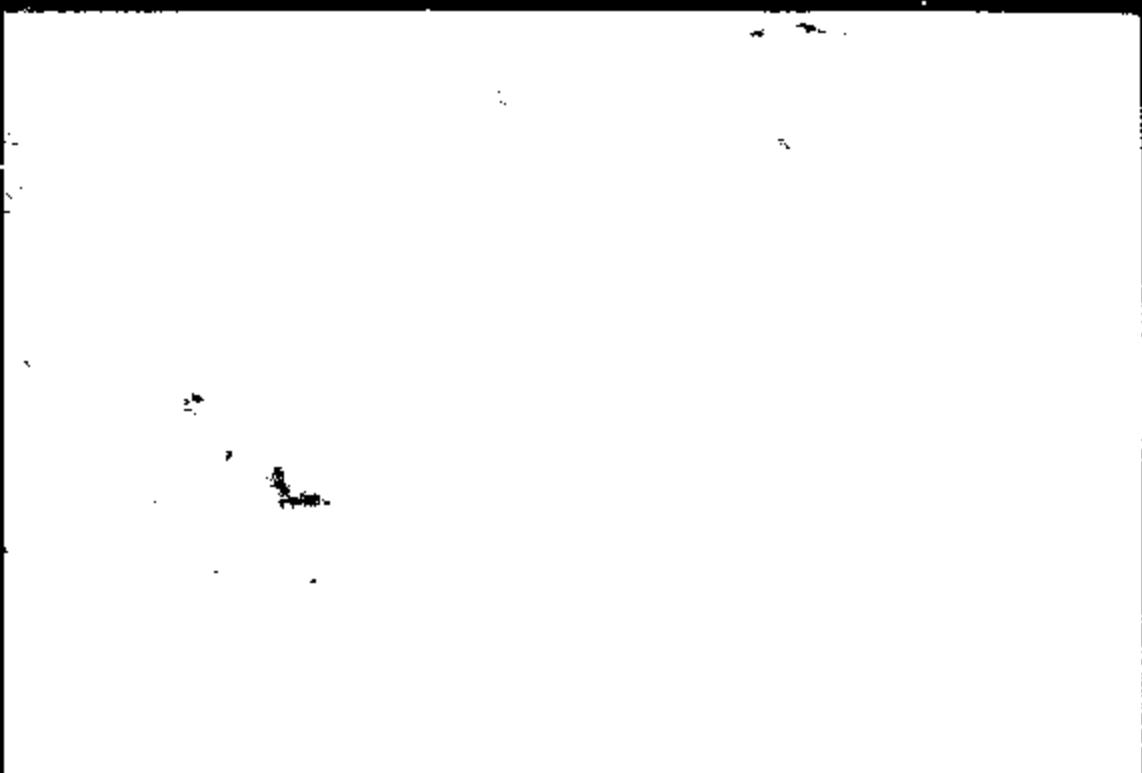
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2002-028-3 18167







502-025-3 20270



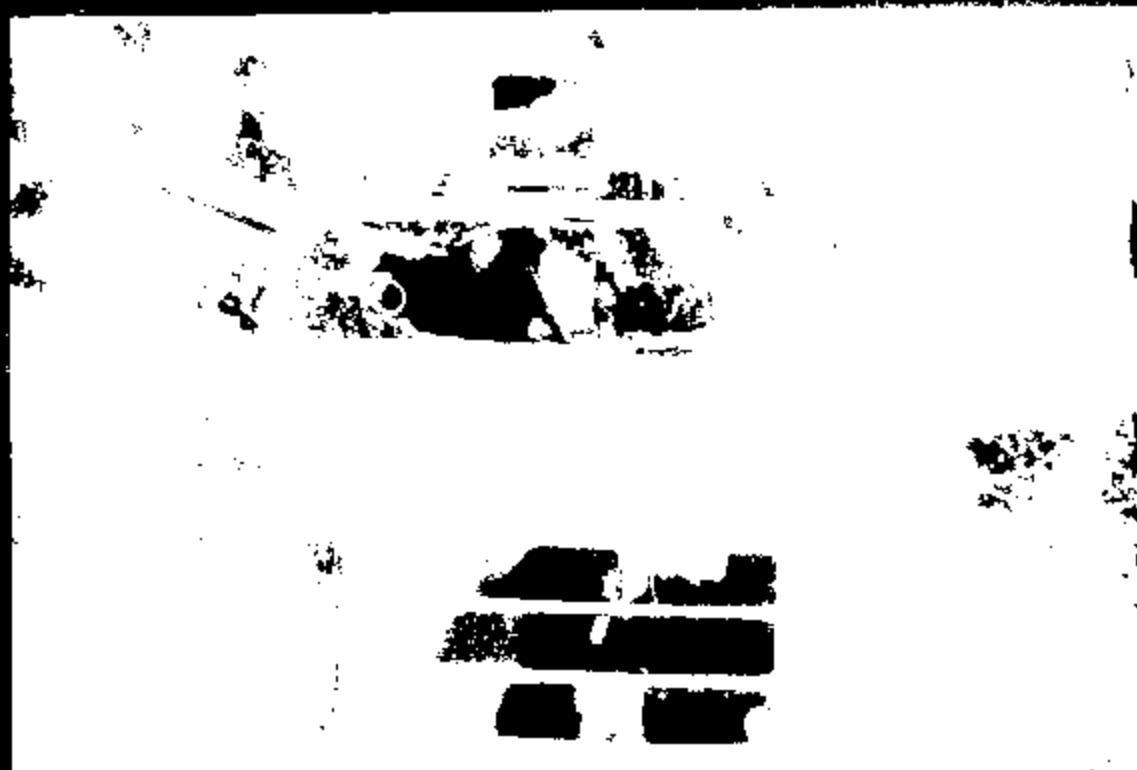
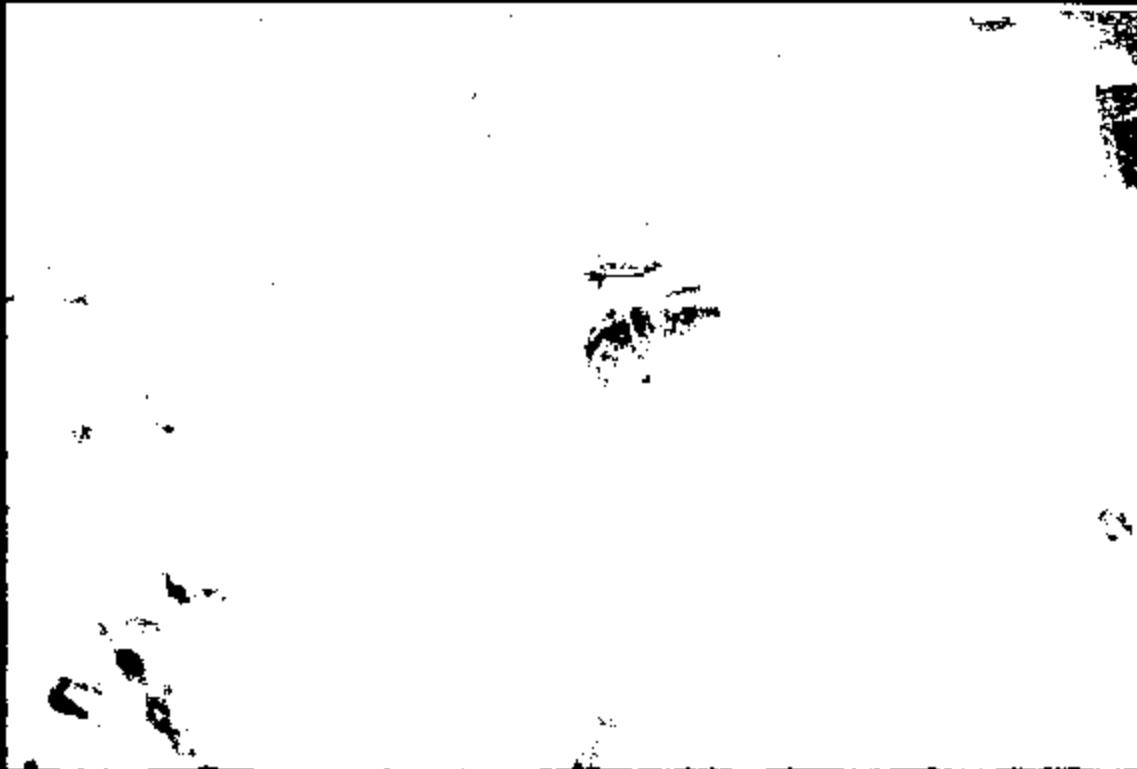
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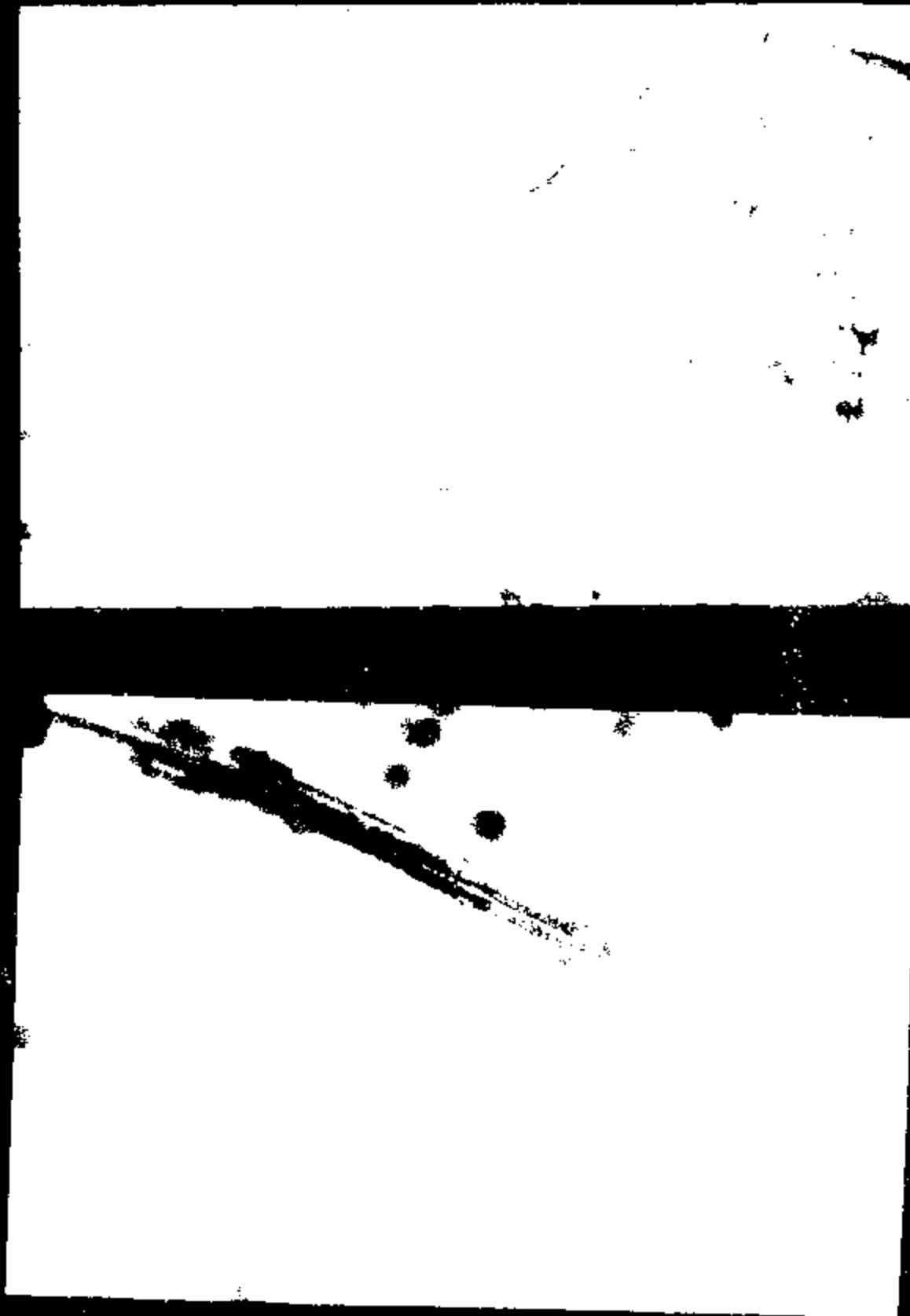
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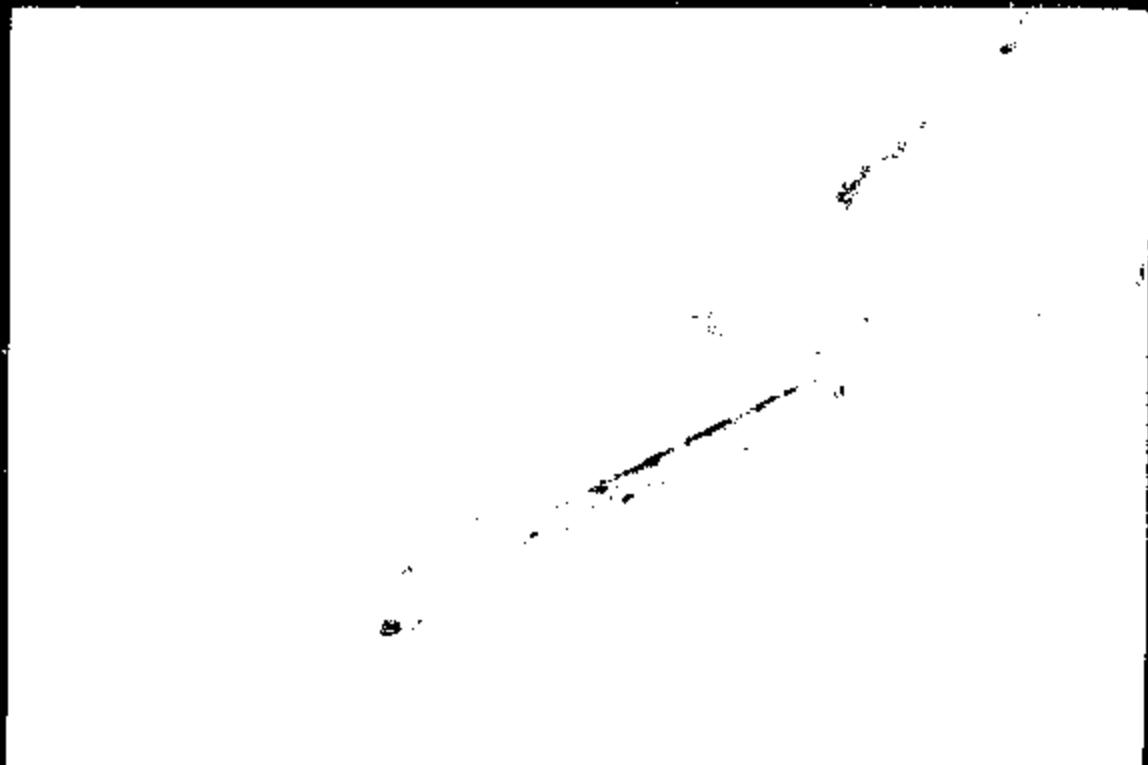
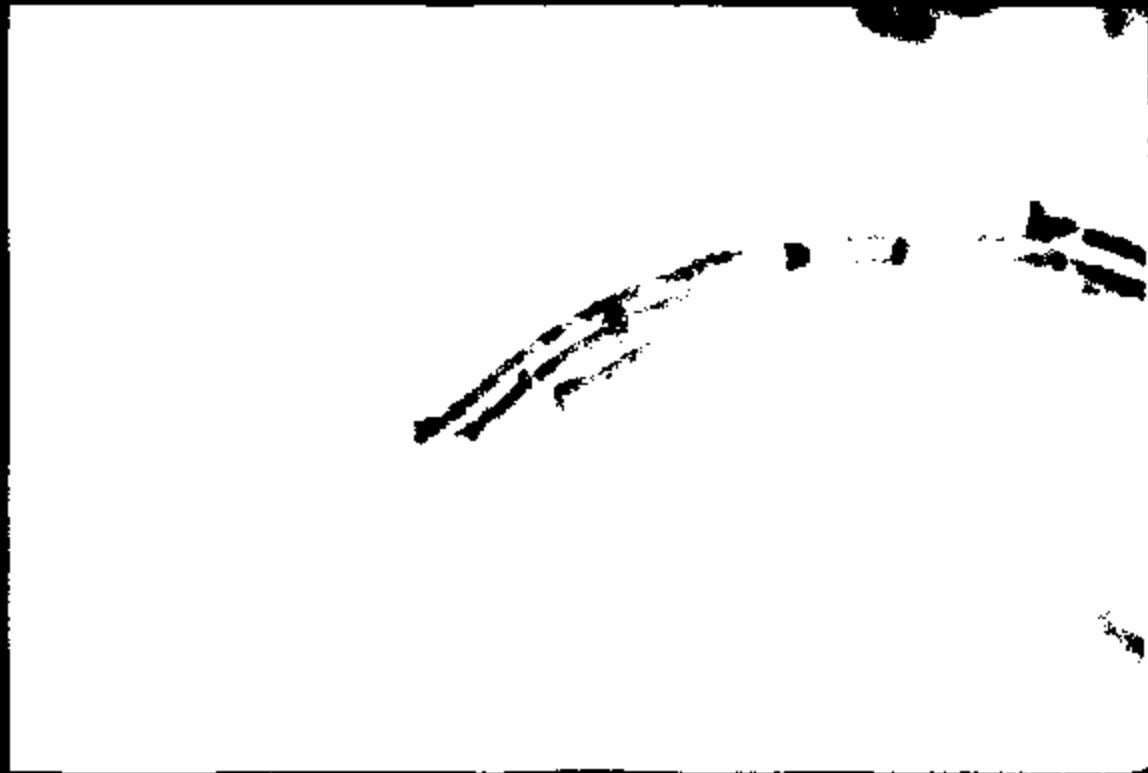
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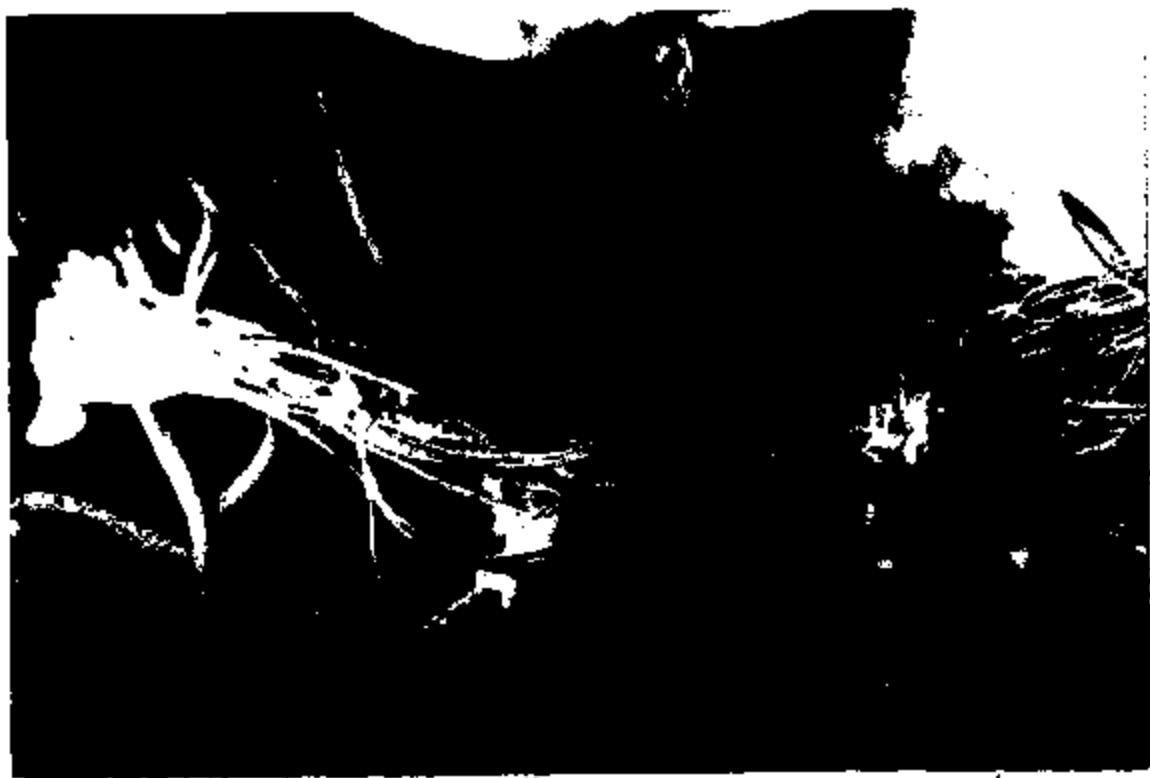
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2025 RELEASE UNDER E.O. 14176



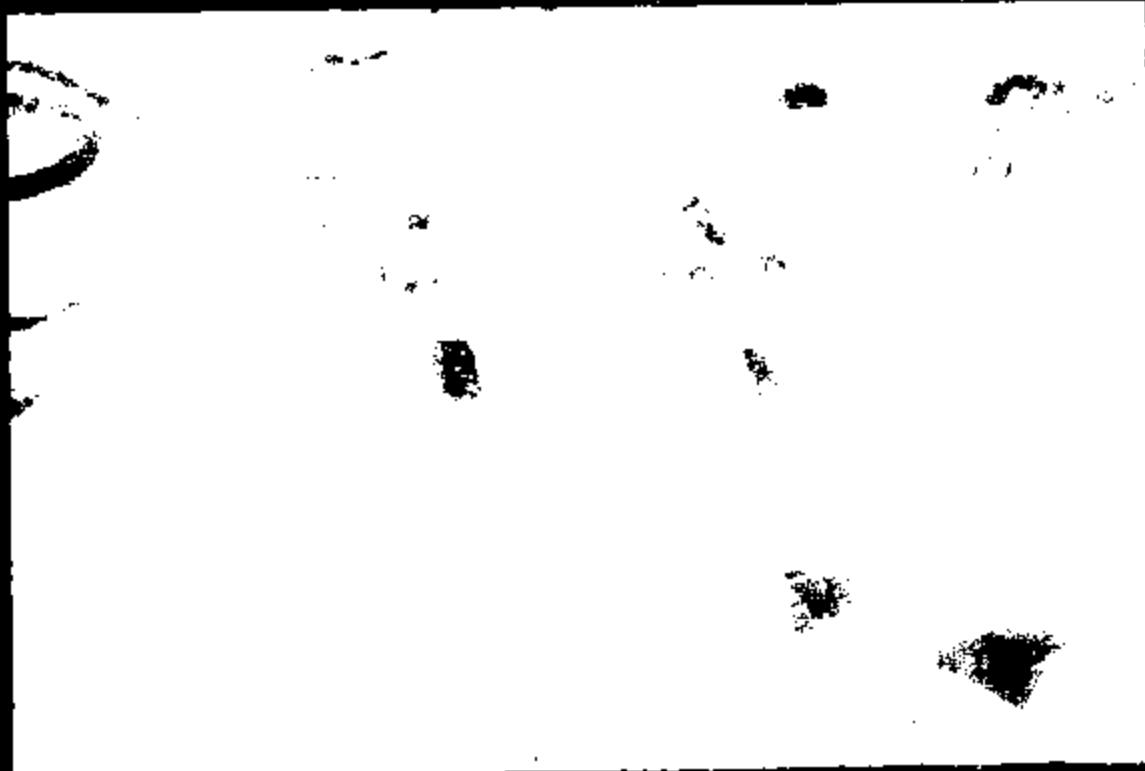
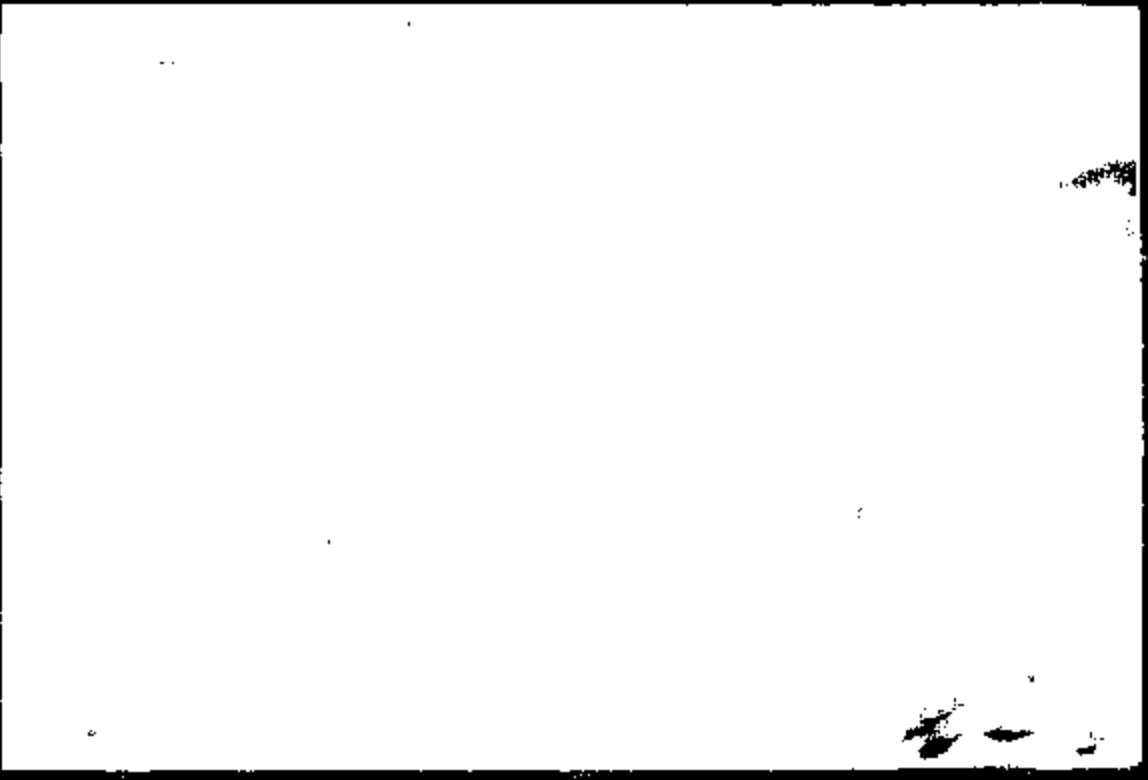
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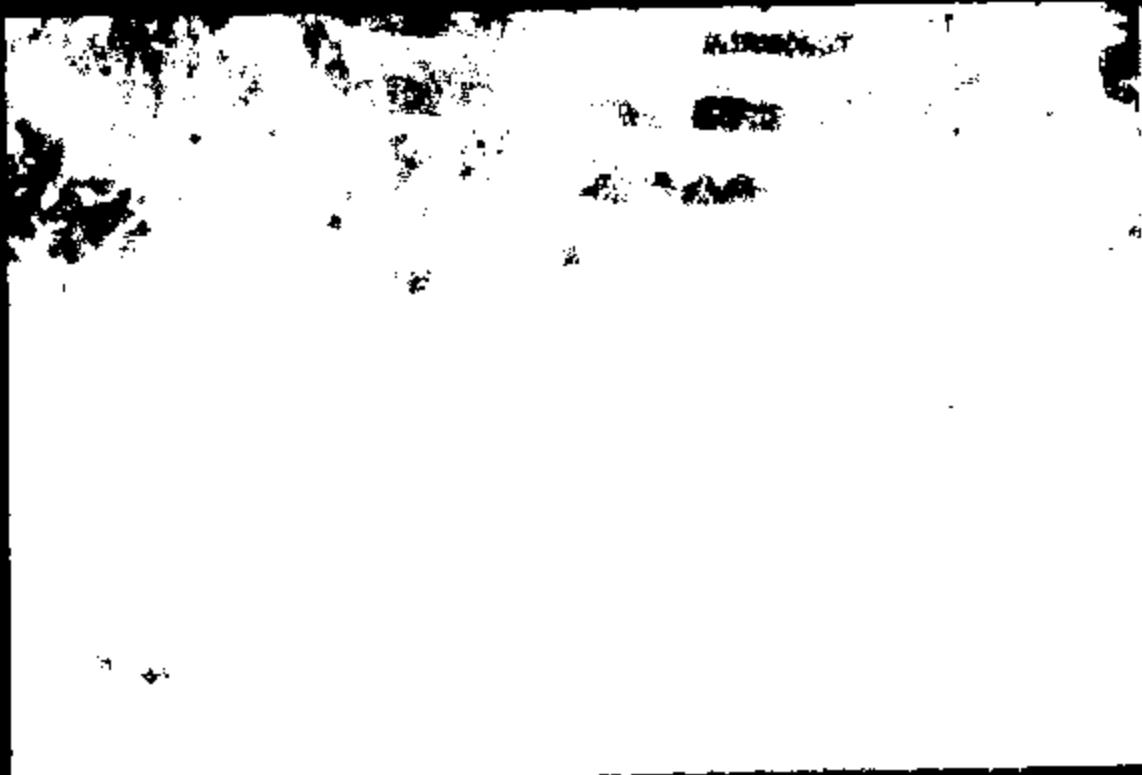
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1002-025-8 18178



0002-025-5 18166

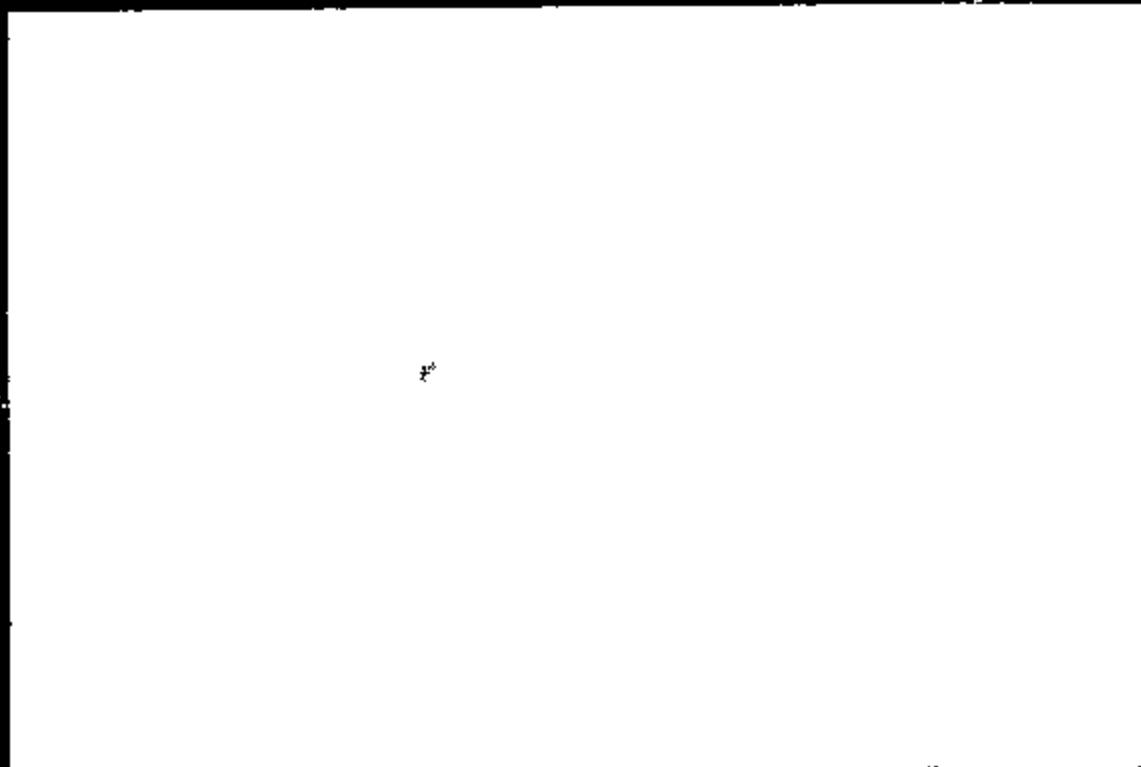




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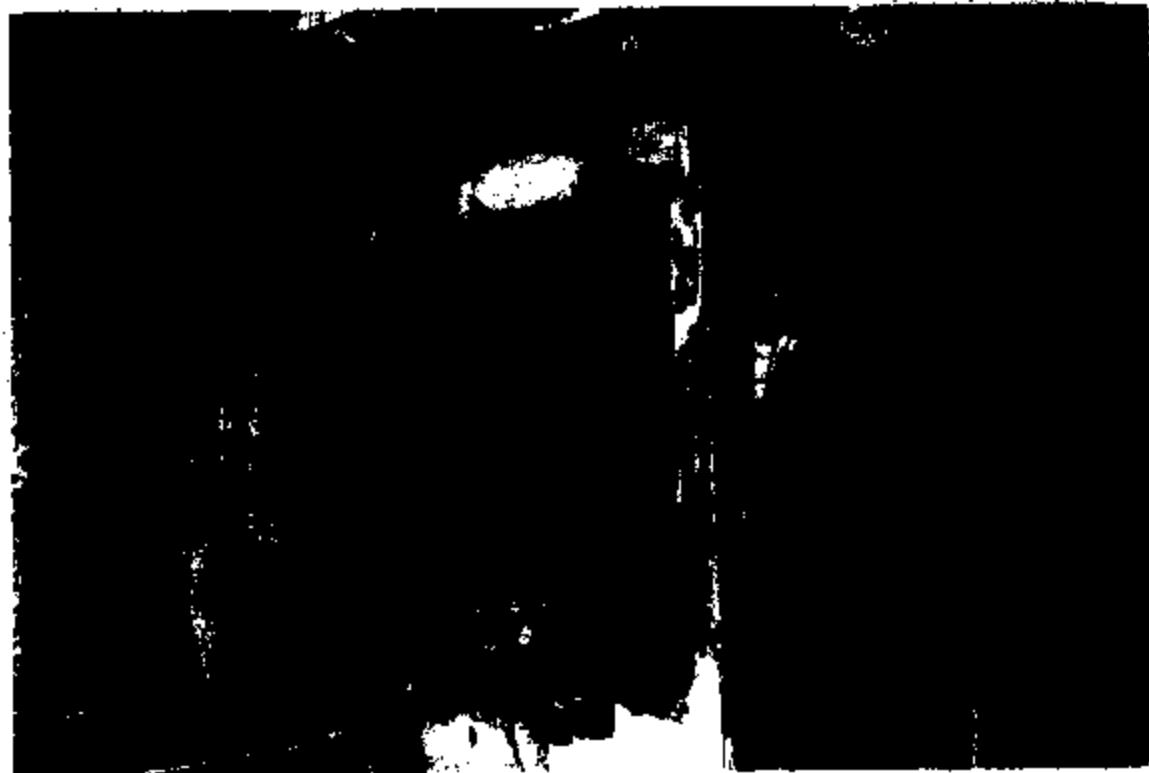
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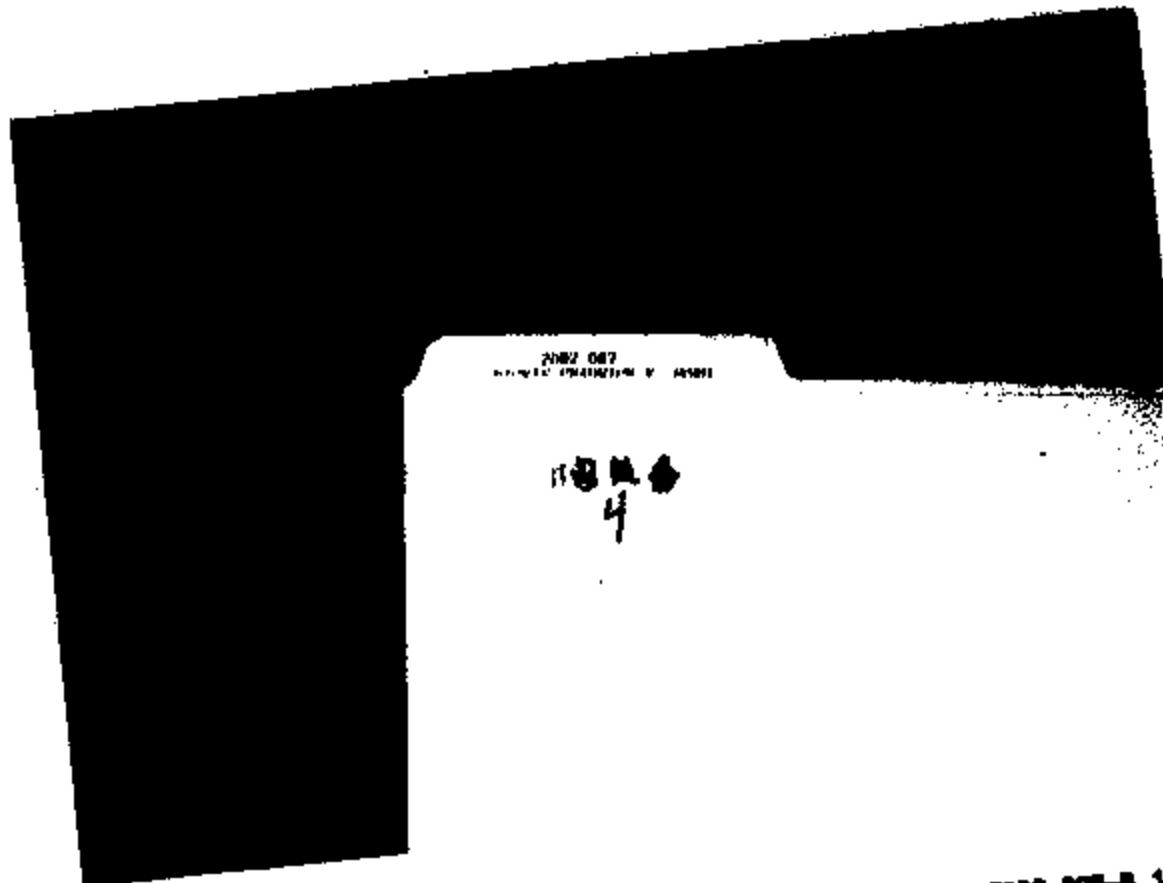
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2002-025-8 16100



ENR2-625-6 10188



2002 067  
KODAK SAFETY FILM

1000  
4

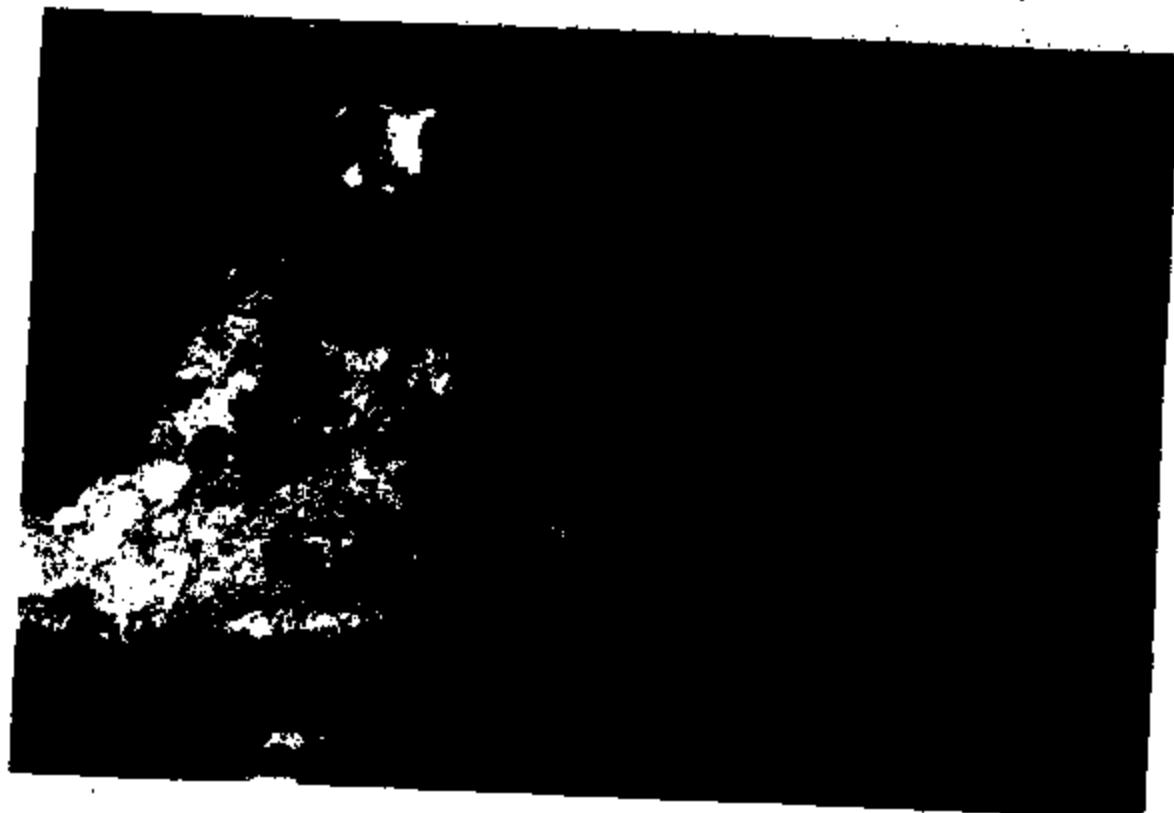
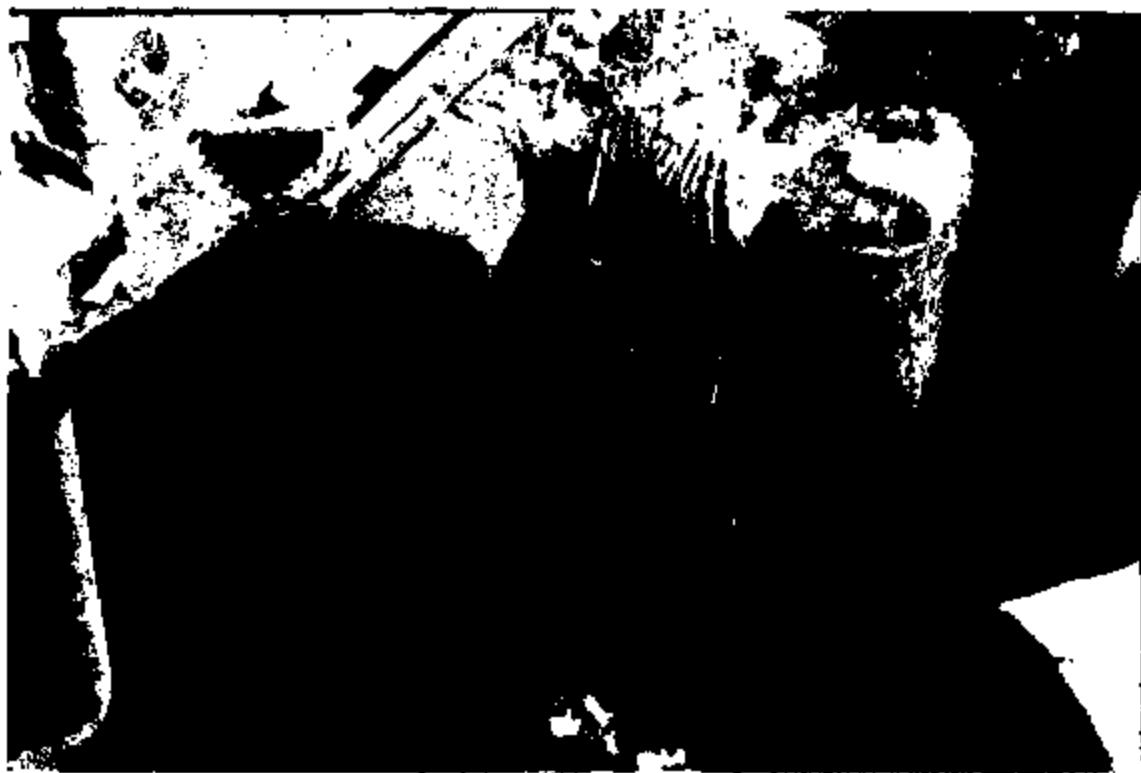
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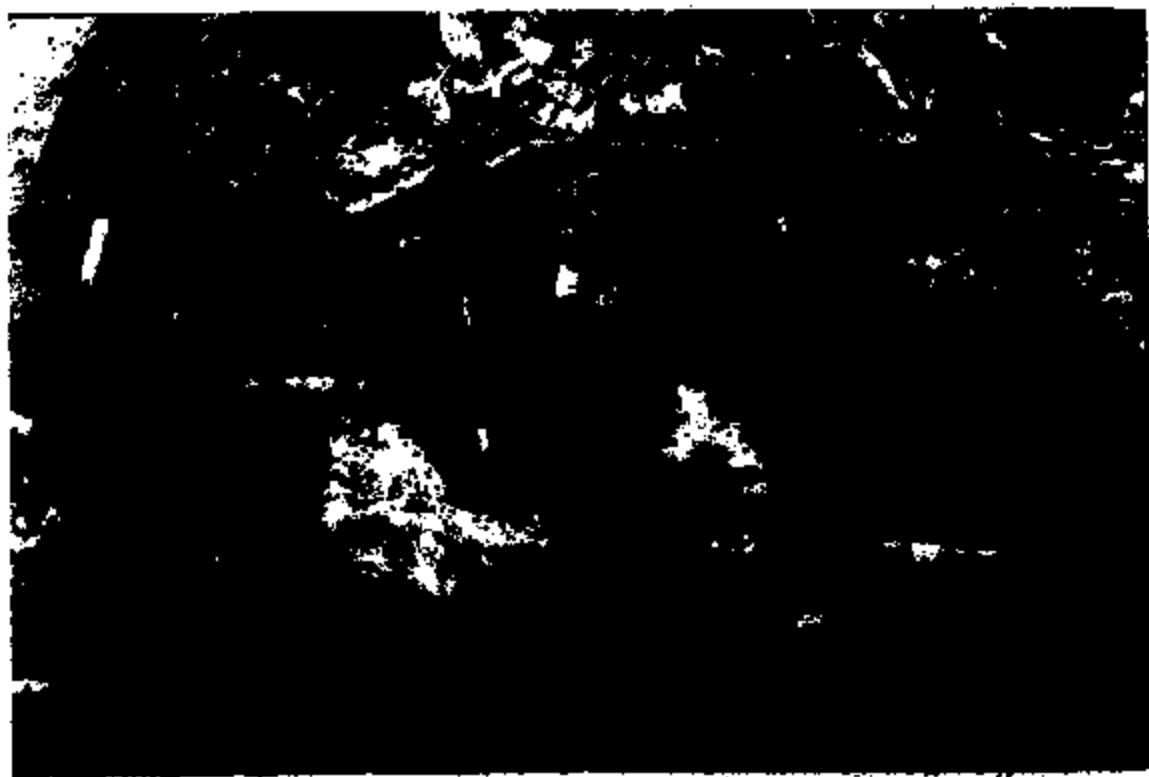
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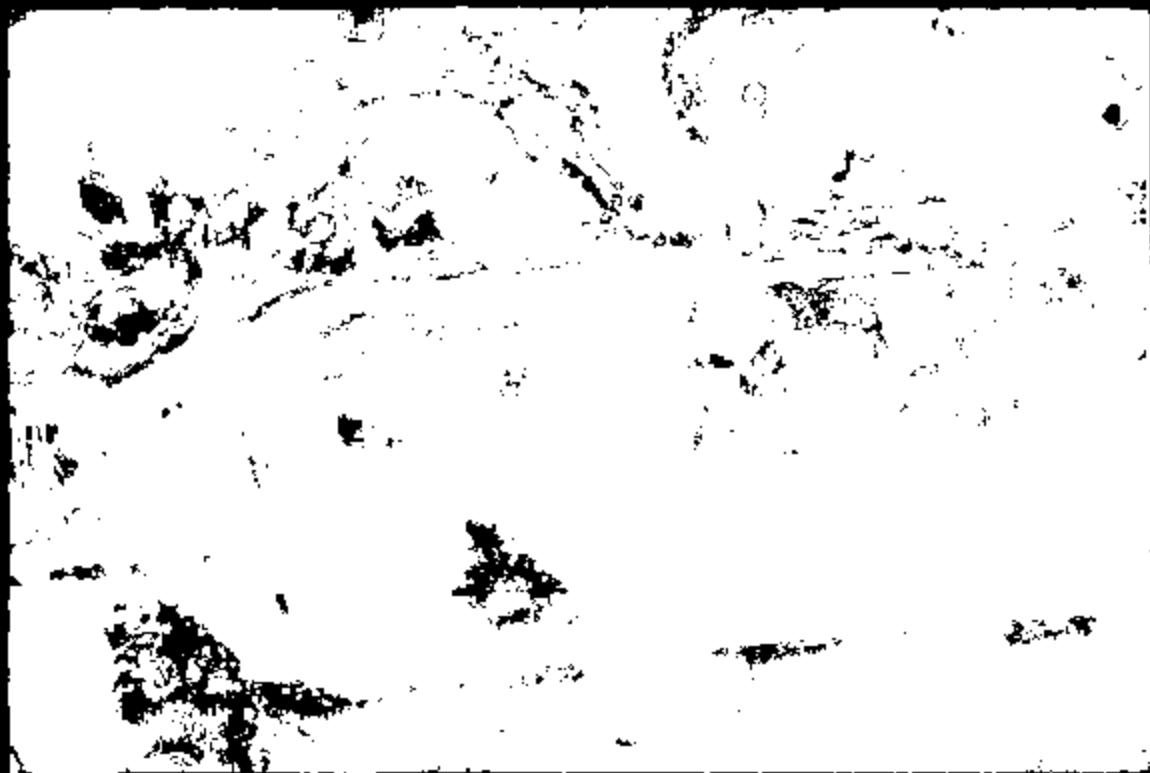
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0802-025-B 10101



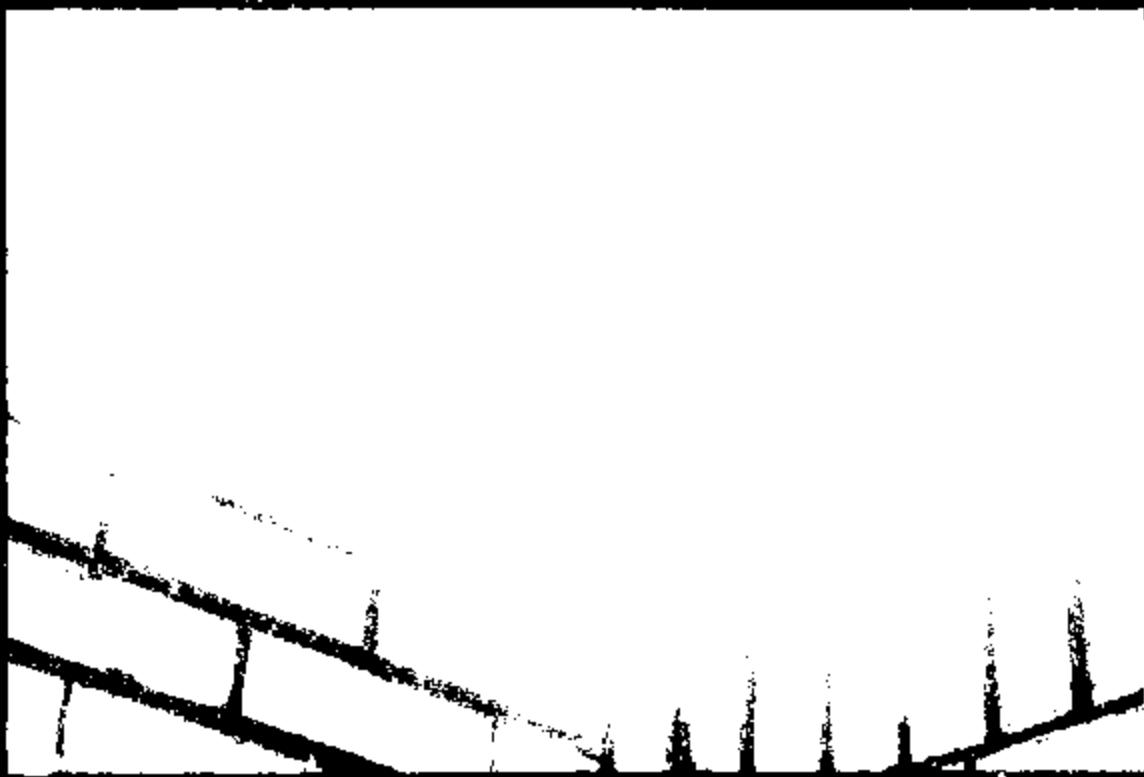
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2002-028-0 15103

0002-025-3 10184

0000-000-0 10105



8022-020-5 10196



2025 RELEASE UNDER E.O. 14176

# KEMP LYDICK

Attorneys and Counselors

Campbell Centre II, Suite 875  
8150 North Central Expressway  
Dallas, Texas 75208

Telephone 214-877-0200  
Fax 214-877-0100

[www.kemplydick.com](http://www.kemplydick.com)

David O. Kemp  
David O. Kemp, J.D., LL.M.

June 28, 2002 JUL - 1 2002

OFFICE OF THE  
GENERAL COUNSEL

VIA C.M.R.R.R. 7002 0510 0003 9981 3938

and FAX 313.545.4089

Ford Motor Company  
c/o Shawn L. Norton, Claims Analyst  
Parklane Towers West, Suite 1500  
Dearborn, Michigan 48126-2568

Re:	Company :	Shelter Mutual Insurance Company
	Our Claim Number :	23-71-46931003-1
	Our Insured :	Chadwick, Rickie & Sandra 2290 Sharon Drive Nesbit, Mississippi
	Date of Loss :	06/12/02
	Vehicle I.D. :	1993 Mercury Lincoln Town Car
	Our File Number :	70000.004.026

Dear Mrs. Norton:

Please be advised that this firm has been retained to protect the interests of Shelter Insurance Company(Shelter), subroges of Rickie & Sandra Chadwick (Insureds), in the above referenced matter. All future contact with Shelter or the insureds should be directed through me.

My understanding of the facts to date are as follows: At approximately 2:30 am Mrs. Chadwick was awakened by the sound of a smoke alarm. As she approached the kitchen, she saw a glow and immediately ran back and got Mr. Chadwick up. Mr. Chadwick made his way toward the kitchen and observed the glow. The Chadwicks awakened their son and they all exited out of the window of a bedroom. Subsequently the garage and all of its contents were completely consumed by fire and extensive damage occurred in the kitchen, breakfast area, and the laundry room. It took the firemen approximately 35 to 45 minutes to extinguish the fire.

June 28, 2002

Page 2

Two experts have examined the evidence and the fire scene, a fire cause and origin expert, and an electrical engineer. Inspection of the fire scene indicates that the fire began in and around a parked 1993 Lincoln Town Car (hereinafter referred to as the "subject vehicle.") The fire spread from the subject vehicle in the garage area and into the house. When the inspectors reached conclusions as to origin, it was felt no further inspection should proceed until a proper protocol is adopted, approved and all interested parties notified. This is the purpose of this letter to you.

There seems to be general consensus on the part of all who have made an inspection of the fire scene that the area of origin is the subject vehicle. Your product, the subject vehicle, in our view, is responsible for the fire. We are certainly open to any arguments and supporting data to the contrary. If any other potential causes other than your product, the subject vehicle, are, in your view, the correct area of origin, then those should be identified and addressed now. We are not producing an expert report at this time. I will pass along relevant information regarding the forensics investigation to date, as I have already done in this letter.

Your product, the subject vehicle, in our view, has proximately caused the following damages to the insured, including, but are not necessarily limited to, the following:

1. Costs to repair the subject property;
2. The difference in the value of the property, both real and personal, at the above location immediately before and immediately after the described loss;
3. Loss of use damages;
4. Engineering costs and costs of other experts needed to evaluate the effect of and any repairs that are necessary;
5. Reasonable and necessary attorney's fees incurred in enforcing the rights of our client(s) associated with this claim.

We believe the damages in this case may reach \$150,000.00. We reserve the right to assert a claim for the full damages our clients have and will suffer as a result of the defects and failure of the subject vehicle, asserted herein, and your acts of omission and/or commission against our clients. Accordingly, the purpose of this letter is to provide you with formal notice of our client's claim against you and to provide you with opportunity to resolve the claim in a fair and equitable manner without need for further legal action.

If you have insurance which you believe may cover all or any part of this claim, you are requested to notify your insurance company immediately so that they can take

June 28, 2002  
Page 3

whatever action they may deem necessary to protect your interests.

Shelter has preserved the area of origin in the subject residence in its post fire condition, as well as the subject vehicle which allegedly caused this fire loss so that you or your insurer can inspect it, if you or your carrier so desire. This is done in a spirit of fairness, so you and your insurer can evaluate our position and/or prepare any defenses which you may think you have in this case. As you well know, the homeowner is eager to begin repairs to his residence as soon as possible. Time is certainly of the essence to this homeowner in getting back into the residence as soon as possible. Consequently, neither Shelter nor the insured will commence repair in the area of origin, nor disturb the fire scene until July 20, 2002, and will make the premises and vehicle available for you or your insurer's non-destructive inspection up to and including July 20, 2002. Please call me at 214.987.0003 ext. 1 to arrange such inspection. One of my representatives will want to be available. After July 20, 2002, such repairs will commence. If you or your insurance company need additional time to inspect the residence in its present condition, beyond July 20, 2002, then notify me in writing as soon as possible.

If you dispute that you are responsible for this claim, as my client alleges, or if you are aware of any facts or circumstances which indicate you are not at fault in this matter, please notify this office in writing that the claim is disputed and state your reasons therefore. If I do not hear from you within twenty (20) days from your inspection or within thirty days from the receipt of this notice, if you elect not to inspect the fire scene and evidence, I will assume the claim to be valid and will proceed in accordance with that assumption. Your failure to so respond will necessitate our filing suit in this matter.

- We look forward to your prompt response.

Sincerely,

*David O. Kemp*  
David O. Kemp

DOK:csh

cc: Mr. Les Bryant  
Via Fax: 601.824.9791

494770

CHARLEY'S TAXI

CA

ED

01-219358-1  
1-12W0512

002-000 81697



*RFD ad*

FORD MOTOR COMPANY  
RECEIVED  
CLAIMS UNIT  
DEC 17 1997  
OFFICE OF THE  
GENERAL COUNSEL

WESTERN REGION  
105 S. Lake Ave., #700  
Pasadena, California 91101

Mailing Address:  
P. O. Box 91596  
Pasadena, California 91109-1596

(318) 397-4700  
Main Fax # (318) 397-4777  
Claims Fax # (318) 397-4778

United States Fire Insurance Company  
The North River Insurance Company

December 12, 1997

Lincoln Customer Assistance Center  
Ford Motor Corp, Officer of the General Council  
Park Lane, Towers West, Suite 400  
300 Parklane Blvd.  
Dearborn, MI 48126

*Extra copy*  
Re: Claim No.HOC 5529  
Insured. Charley's Taxi ( Maurice YI)  
Date of Loss 07/13/97:

Gentlemen:

This is a total loss on a 1993 Lincoln Town Car Signature, 4 door sedan, vin. # ILNLMS2W9PY770240 and this vehicle was completely burned up, while the car was parked and we wish to know if there is a recall on this vehicle. There was 112,396 miles on this vehicle and it was kept up well per the appraiser.

Please let us hear from you..

Sincerely,

*Joan M. Graves*  
Joan M. Graves, Analyst  
*Enc. Police Report*

404770

0000-000 01596

POLICE DEPARTMENT  
CITY AND COUNTY OF HONOLULU

801 SOUTH MEHANA STREET  
MONOLULU, HAWAII 96813 - AREA CODE (808) 528-3511

JEREMY BARNES  
MAYOR

MICHAEL S. NAKAMURA  
CHIEF



10/10/97  
SUN 10:00AM

LIA BONANUE  
WILLIAM B. CLARK  
DEPUTY CHIEF

OUR POLICY DOES NOT PERMIT US TO FURNISH COPIES OF POLICE REPORTS, HOWEVER,  
OUR RECORDS VERIFY THE FILING OF THE FOLLOWING REPORT:

POLICE REPORT NUMBER	:	97-270862
TYPE OF INCIDENT	:	FIRE CALL
PERSON NAME	:	YI, MAURICE
HOME ADDRESS	:	3045 ALAMAPUA PL #1215 96818
LOCATION OF INCIDENT	:	890 XAMOKILA BLVD
DATE & TIME OF INCIDENT	:	07/13/97 1640 HOURS
DATE & TIME REPORTED	:	07/13/97 1642 HOURS
WERE ANY INJURIES INVOLVED	:	NO
WAS FORCE USED TO GAIN ENTRY:	:	NO

MICHAEL S. NAKAMURA  
CHIEF OF POLICE  
BY *Longer S. Okamura*  
RECORDS DIVISION

Office of the General Counsel

Ford Motor Company  
3 Paridene Boulevard  
Paridene Towers West, Suite 400  
Dearborn, Michigan 48126-2994

January 5, 1998

Ms. Joan M. Graves  
Crum & Forster Insurance  
Western Region  
55 S. Lake Ave., #700  
Pasadena, CA 91101

Re: Claimant: Charley's Taxi (Maurice YI)  
D/E: July 13, 1997  
Y/File #: HOC 5529

Dear Ms. Graves:

In response to your letter of December 12, 1997 your insured's 1993 Lincoln Town Car Signature, VIN # 1LNLM82W9PY770240 was involved in two Recalls:

- (1) 94B56
- (2) 96 L12

Recall 94B56 involved the Anti Theft Alarm System. This recall was repaired on 12/15/95. Recall 96L12 involved the passenger air bag. This recall has not been repaired to date.

Thank you for your letter.

Sincerely,

Edward S. Drabosyk  
Claims Analyst

dmh

0002-025 51000

CS20150

#### **Corporate Webpage Information**

97/12/18 13:04:56

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 1LNLM82W9PY770240 TYPE OF SEARCH: A  
 MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN SIGNATURE SERIES  
 NEW STATUS CODE: CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: SUPP CODE :  
 REPAIR DATE: DEALER P/A: KIT CODE : CI  
 MICRO REP: CLAIM NUM: OASIS DATE :  
 DELETE REASON: VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 4  
 CURRENT: 3 51 494 ASSIGNED: 96-12-19 SOURCE: PX EXTRACT DATE: 96-12-19  
\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
 CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC  
 M RELEASED FOR MAILING 97-02-25  
 H AWAITING MAILING 96-11-22

**DELETE REASON:**  
F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS  
F10=ADD STATUS F11=REVISE  
1022-NO MORE DATA TO DISPLAY

CGTE140

CSCN140

VEHICLE DATA

97/12/18 13:04:42

-->

OWNER VIN --> 1LNLM82W9PY770240

NAME --> YI MI ZIP --> 968165914 MODEL YR -->

OWNER NAME : YI MI

STREET ADDR : 723 LUKEPANE AVE APT 7B

:

CITY : HONOLULU

N/A DATE: 96-08-29

ST/PRV: HI CTRY: ZIP/POSTAL CODE: 968165914 N/A SOURCE: P

MODEL YEAR : 93 PLANT: Y SALE DATE: 93-09-15

BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES PRODUCTION DATE: 93-06-28

VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
SHIP-TO	3	51	A	494	64	72
FACING	3	51	A	494		
RESPONSIBLE	3	51	A	494		

CA EMISSION : ENGINE TAG CODE : 3G812BA CAMPAIGN COUNTS

NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 02

DSO DISTRICT : FLEET CODE : OPEN : 01 CLOSED : 01

DSO NUMBER : FLEET STATUS : ACTIVE: 02 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB140

20010 020-000

CSCN150

CAMPAGN VEHICLE INFORMATION

97/12/18 13:04:49

ENTER CAMPAIGN NUMBER--> 94B56    VIN--> 1LNLM82W9PY770240    TYPE OF SEARCH: A  
MODEL YEAR: 93 DEFECT: ANTI-THEFT    BODY STYLE: 4 DOOR SEDAN SIGNATURE SERIES

NEW STATUS CODE:

CAMP DIV : 6

REPAIR INFORMATION:    TYPE CODE: -

SUPP CODE :

REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_

KIT CODE : BB

MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_

OASIS DATE : 94-12-01

DELETE REASON: \_\_\_\_\_

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION:    NEW: \_\_\_\_\_

IND: MATCH CODE: 4

CURRENT: 3 51 494 ASSIGNED: 96-12-19 SOURCE: PX    EXTRACT DATE: 96-12-19

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL SRC
C COMPLETE	95-12-15	C	95-11-30	11870	031017	NN7UC5M	AC
M RELEASED FOR MAILING	95-06-26						
B AWAITING MAILING	94-09-07						

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

I037=NO MORE DATA TO DISPLAY

CGDB140

cscw130  
33

## **WORLDVIEW READING HISTORY**

97/12/18 13:04:51

LETTER CAMPAIGN MER ==> 94B56 VIN ==> 1LNLM482W9PY770240  
 DEFECT : ANTI-THEFT BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES  
 RESP DEALER : 375494 BEGINNING MAILED DATE: 95-07-07  
 RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 95-07-07  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : LEE INITIALS: BK  
 STREET ADDR1 : 1433 KEWALO ST.  
 ADDR2 : ST/PRV: HI  
 CITY : HONOLULU CTRY:  
 ZIP/POSTAL CODE: 96822 N-A SOURCE: N N-A EFF DATE: 93-09-17  
 \*\*\*\*  
 RESP DEALER : BEGINNING MAILED DATE:  
 RELEASE DESC : ENDING MAILED DATE :  
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : INITIALS:  
 STREET ADDR1 :  
 ADDR2 : ST/PRV:  
 CITY : CTRY:  
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE:  
 F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE P8=NEXT PAGE P9=G140  
 I046-LAST PAGE OGDB140

CSCN130  
==>

## NOTIFICATION RECIPIENT HISTORY

97/12/18 13:05:00

ENTER CAMPAIGN NR > 96L12 VIN > 1LNLM82W9PY770240  
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN SIGNATURE SERIES  
RESP DEALER : 351494 BEGINNING MAILED DATE: 97-03-08  
RELEASE DESC : MI PART KIT CODE ENDING MAILED DATE : 97-03-21  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : YI MI INITIALS:  
STREET ADDR1 : 723 LUKEPANE AVE APT 7B  
ADDR2 : ST/PRV: HI  
CITY : HONOLULU CTRY:  
ZIP/POSTAL CODE: 968165914 N-A SOURCE: P N-A EFF DATE: 96-08-29  
\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE :  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
X048=LAST PAGE OGDB140

000-000-0000

CSCN150

CAMPAGN VEHICLE INFORMATION

97/12/18 13:05:05

ENTER CAMPAIGN NUMBER--> 96L12      VIN--> 1LNLM82W9PY770240      TYPE OF SEARCH: A  
MODEL YEAR:      DEFECT:      BODY STYLE:

NEW STATUS CODE:

REPAIR INFORMATION:      TYPE CODE: \_\_\_\_\_

CAMP DIV :

SUPP CODE :

REPAIR DATE:      DEALER P/A: \_\_\_\_\_

KIT CODE :

MICRO REF:      CLAIM NUM: \_\_\_\_\_

OASIS DATE :

DELETE REASON:

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION:      NEW: \_\_\_\_\_ IND: MATCH CODE:

CURRENT:      ASSIGNED:      SOURCE:      EXTRACT DATE:

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*  
CODE DESCRIPTION      DATE      TYPE      DATE      P/A      CLAIM#      MICRO#      CL SRC

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

X807-END OF CAMPAIGN FOR VEHICLE - CURRENT AND HISTORY DATABASES

OGDB140

100-123-0000

408233

CHEY SOPHAL

VA

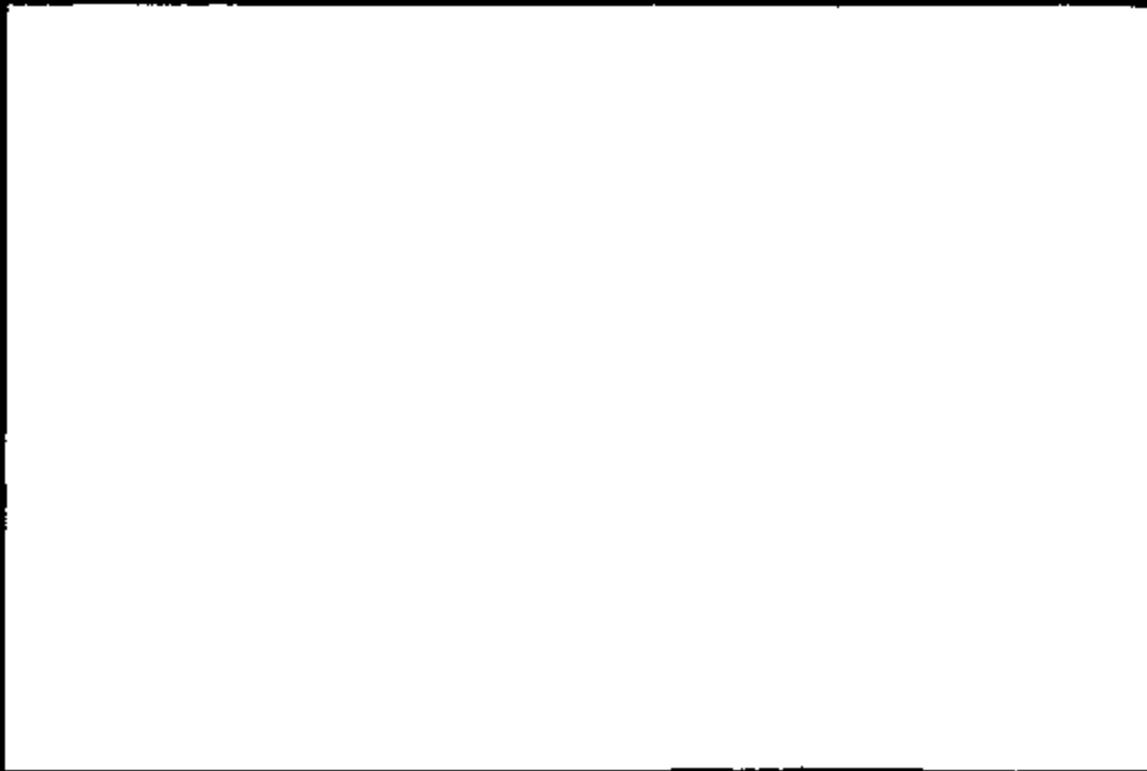
NT

CL YAN

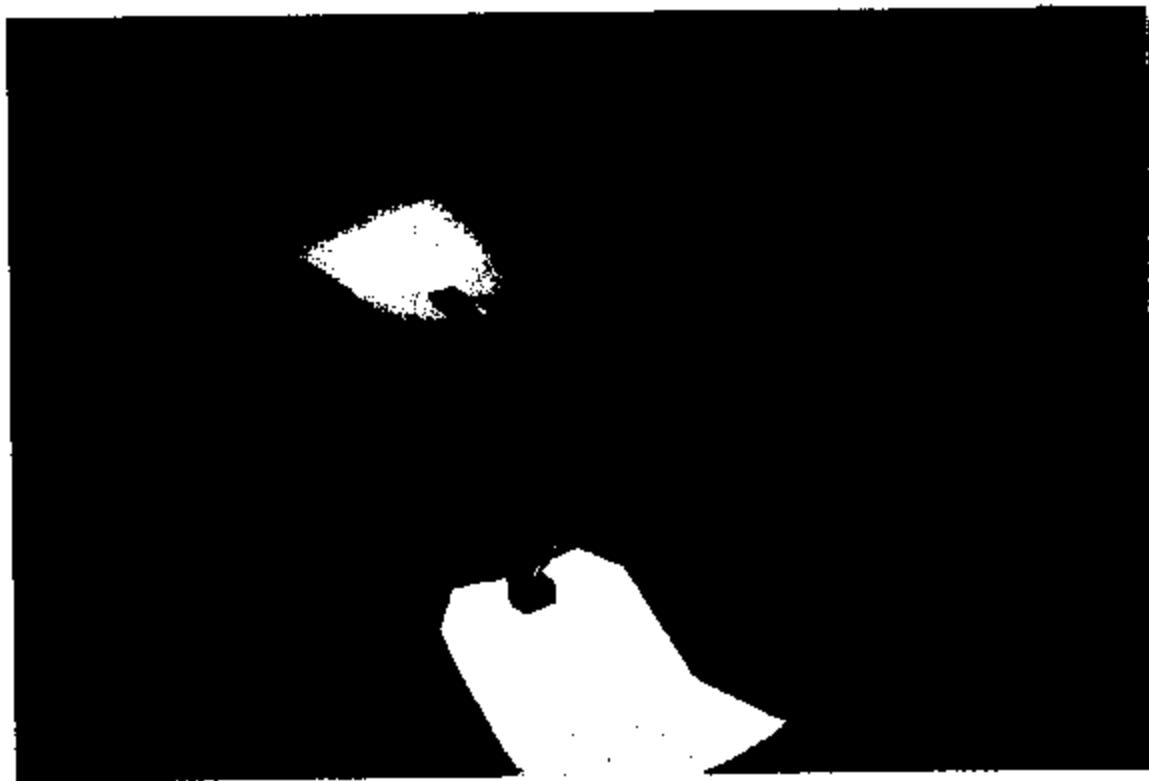
CL YAN

00-215146-11  
4-18-86

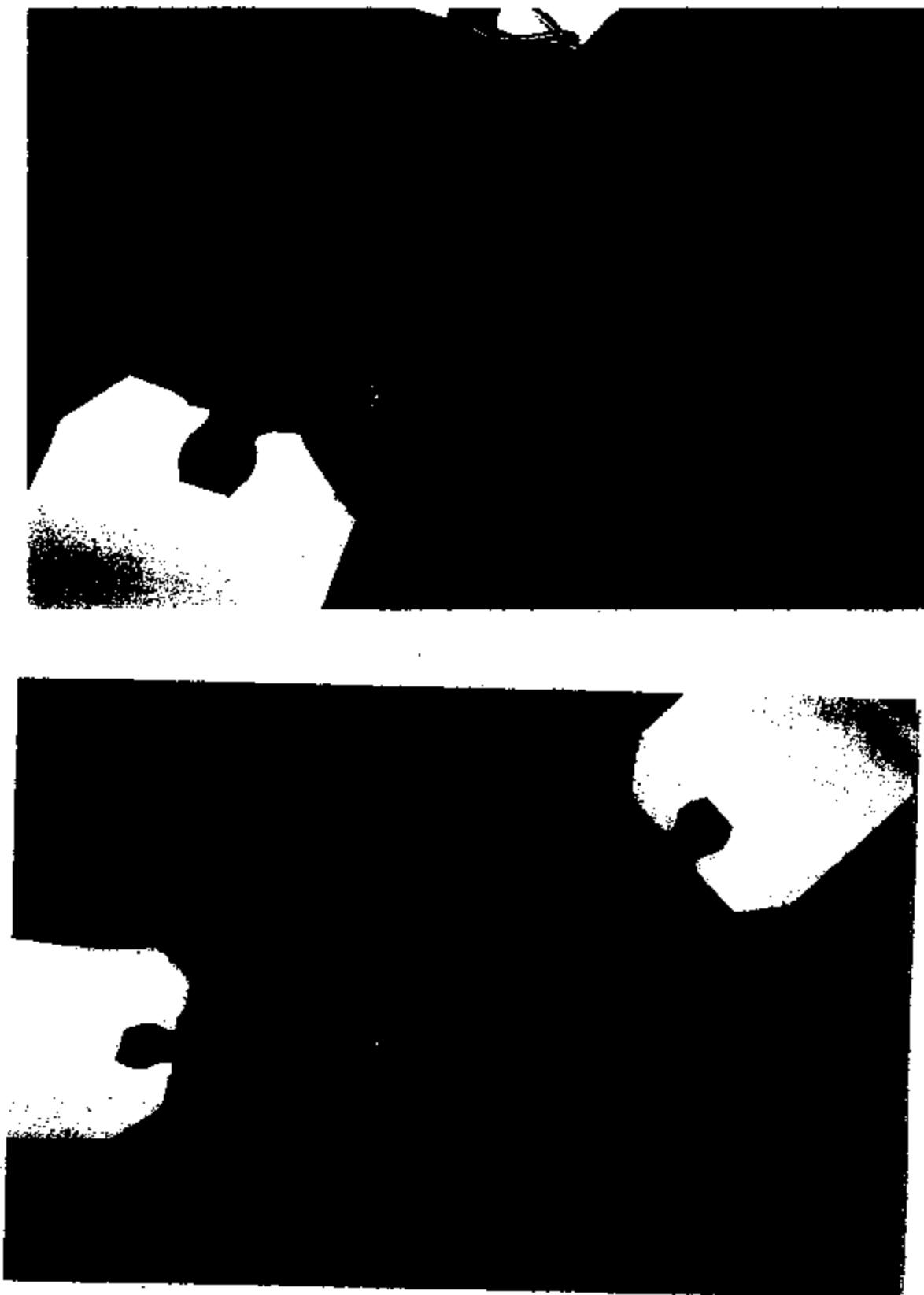
00-215146-11



E982-626 52424



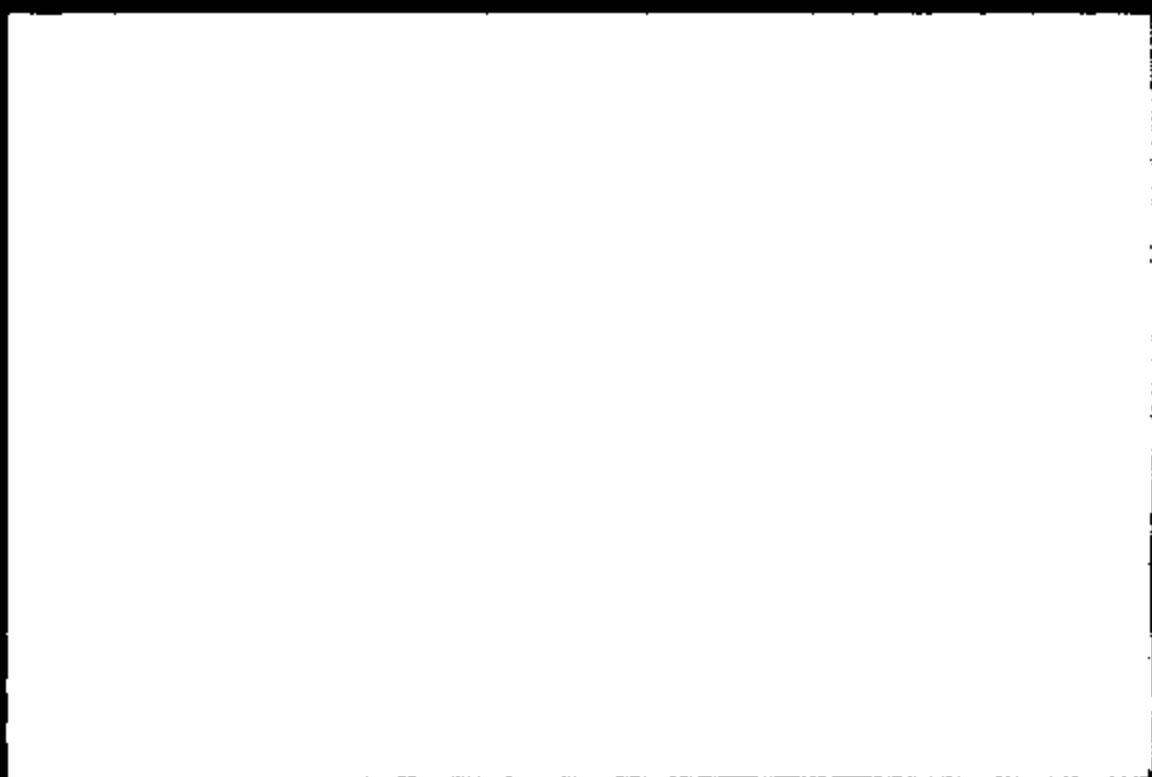
0102-025 52425



5902-025 52425

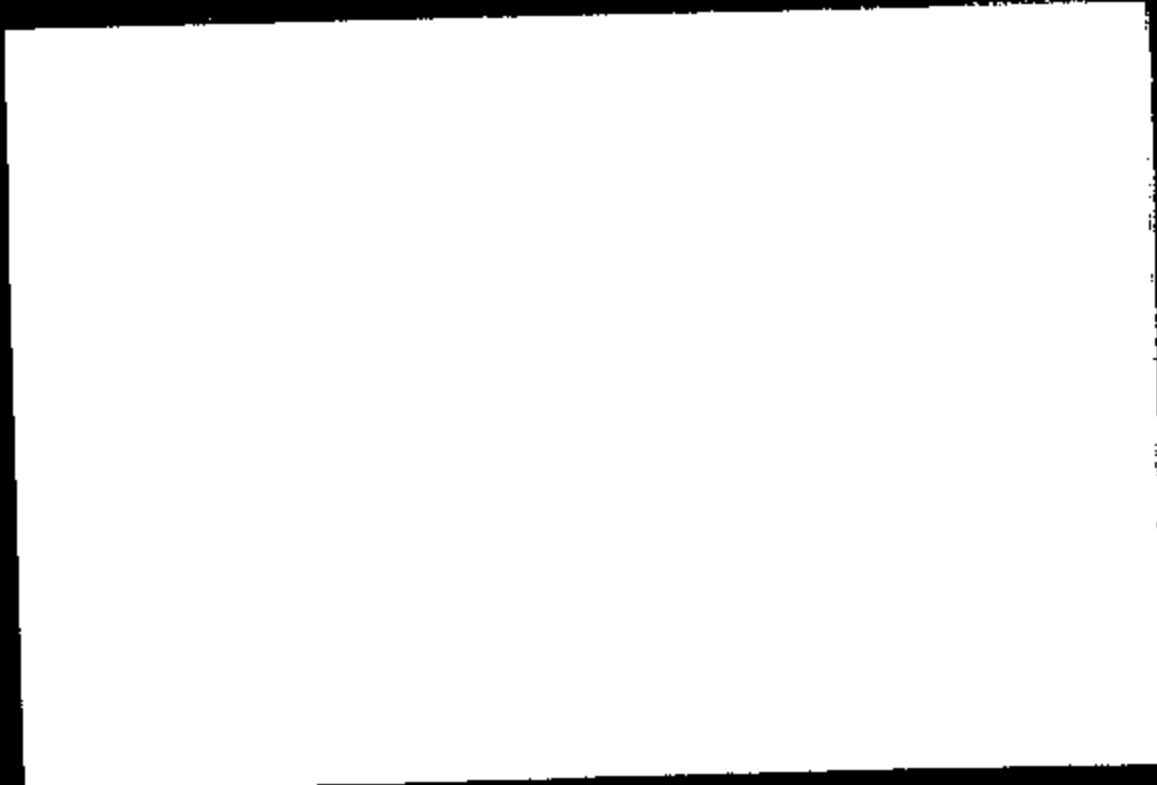
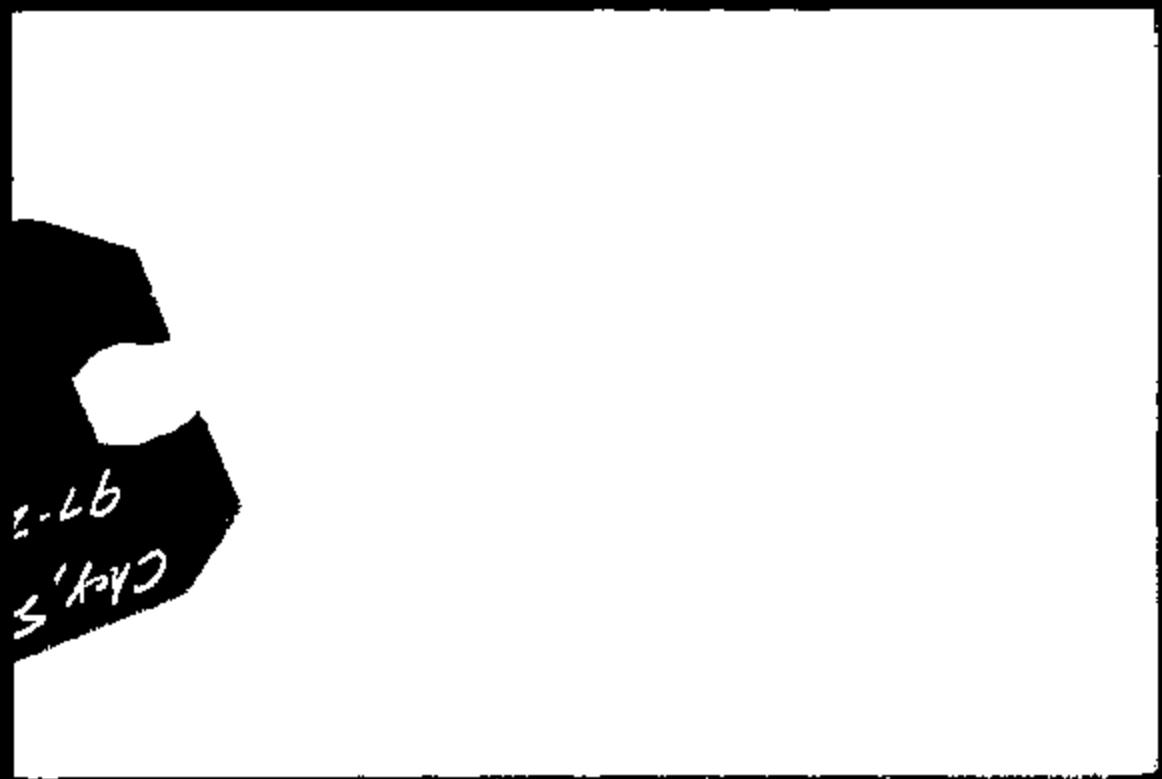


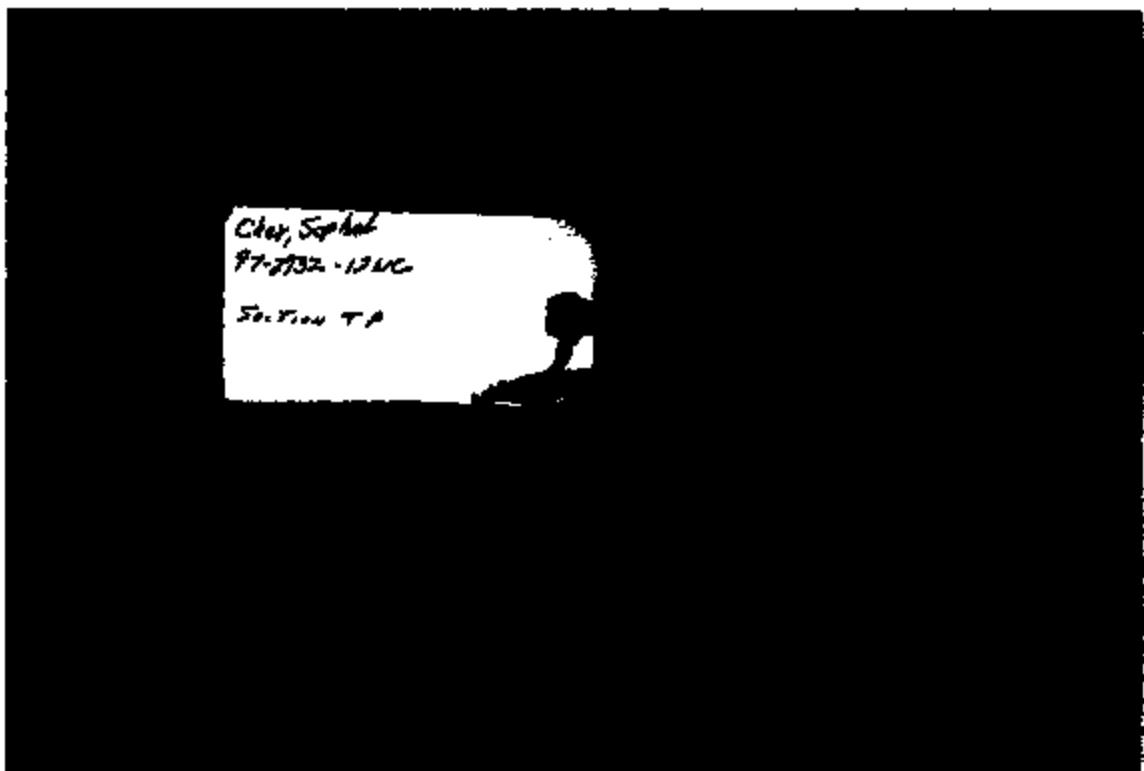
2002-025 52427



2992-825 52428

E882-625 52423





0962-625 52432



6962-625 52433

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 400  
Three Parklane Boulevard  
Dearborn, Michigan 48126-2368

February 1, 1999

State Farm Insurance Companies  
P.O. Box 10125  
Fairfax, VA 22080-5619  
**ATTENTION: KATHLEEN M. ECKLER**

Re: Claimant: Sophal Chey  
D/E: December 22, 1997  
Y/Claim #: 45-6947-856

Dear Ms. Eckler:

As you are aware a Design Analysis engineer, inspected the alleged defective wiring. His inspection revealed no evidence of a design or manufacturing defect present which would have caused the accident to have occurred as alleged.

Therefore, we must respectfully deny this claim.

Sincerely,

Shawn Norton  
Claims Analyst

dmh

ER02-028 02434

# State Farm Insurance Companies



March 9, 1998

Fairfax Service Center  
4401 Village Drive  
P.O. Box 10125  
Fairfax, Virginia 22030-8818  
Phone: (703) 218-0400  
1-800-324-1782

ATTN: Shawn L. Norton  
Ford Motor Company  
Park Lane Towers West STE 400  
3 Park LN BLVD  
Dearborn MI 48126-2868

Re: Claim Number: 46-6947-356  
Insured: Sophal Chey  
Date of Loss: December 22, 1997

Dear Mr. Norton:

I am in receipt of your letter dated January 27, 1998. We are interested in pursuing this obviously. I will provide you with as much information as I can at this time, so that you can conduct your investigation. The vehicle was at J. Koons Pontiac, 2050 Chain Bridge Road, Vienna, Virginia 22180. We are obtaining a copy of the fire report as your requested. To my knowledge, there are no allegations of injuries.

There were about 36,000 miles on the vehicle at the time of the incident. I have enclosed several photographs of the vehicle's damage as you requested. Our cause and origin expert believes the fire started on the right-side of the engine compartment and was due to the development of an electrical short. At least part of the wiring involved in this short was the AC Mode Switch. That portion of the wiring involved was removed and is being retained by our cause and origin expert, William T. Charnock, his address is P.O. Box 340, Powhatan, Virginia 23139, phone, (804) 794-0515. I have enclosed a copy Charnock's report.

In response to item #12 on your letter, no, the part has not been replaced, as the vehicle was deemed a total loss as a result of this fire. To my knowledge, the vehicle is at 15 Leeway Drive, Fredericksburg, Virginia 22046, Stock Number F098068SFV (Insurance Auto Auctions, Phone 1-800-633-6177). It is available for your inspection. Simply advise the front office why you are there and give them the stock number. Enclosed is our total loss paper work and copies of the payments we made. In response to item #15, our insured had recently purchased this vehicle from Brown Lincoln Mercury May 1997. Our insured paid \$26,815 for this vehicle. Therefore, the complete service history of this history, obviously, is not known by Sophal Chey. In reference to item #16, to our knowledge, no market additions or modifications

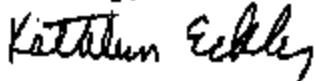
ATTN: Shawn L. Norton  
Page 2  
March 9, 1998

were made to this vehicle. In reference to item #20, it does not appear the engine was running. In reference to item #21, it does not appear the keys were left in the ignition. In reference to item #24, as stated above, this vehicle was bought in May 1997 from Brown Lincoln Mercury, 10287 Lee Highway, Fairfax City, Virginia 22030, phone (703) 352-5500.

I request that you not close your file, as we are definitely interested in pursuing this claim. You may contact me at the number listed below to make arrangements to inspect this vehicle. The cause of this fire appears to be consistent with problems that were experienced in the 1982 Lynx, LN8, 1982 Ford Escort, EXP. Although, it doesn't appear there was a recall for this specific vehicle, our information advises that the problem has been noted in Ford built vehicles 1982 through 1996.

We request repayment of \$22,920.59 and look forward to your decision.

Sincerely,



Kathleen M. Eckler  
CLAIM SPECIALIST  
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY  
PHONE (703) 218-0561

KME/027/0224015r

enclosures

BBB-225 52436

FAIRFAX COUNTY FIRE AND RESCUE DEPARTMENT

SUPPRESSION INCIDENT REPORT

INCIDENT # 19973361702 UNIT E29M SUPP 01 FOX 2901 SUBCT 440402 BAP 0293  
DATE 12/22/1997 DAY 2 SHIFT 4 VEH # 7031 MILES TO INCIDENT 001  
LOCATION 2604 CHAIN BRIDGE RD APT #  
SITUATION 14 UNIT ACTIONS A 12 1 71 C 0 E  
DEV 49211 BIC 49973 FF 49973 FF 47894 FF FF FF  
REPORT BY 49973 VEH24 DEV FF FF  
VOL/STATION FF STUDY FF STUDY  
UPDATE BY

RECEIVED

MAR 20 1998

FAIRFAX  
AUTO CLAIMS

UNIT TIMES

DISPATCH 20:19:25 ENROUTE 20:20:54 ARRIVE 20:23:09 ENDREP 00:00:00  
ATENDP 00:00:00 NEWSTAT 21:19:44

COMPLETE ON ALL INCIDENTS

PROP 945 INS/DNU IC E29M CL 000 CX 000 FBI 00 FOX 00 CREB 00 FRES 00  
OCCUPANT NOT OCCUPIED TIME OF FIRE TEL ( )  
OWNER NAME CHEY, SOPHIA L TEL ( 703 ) 769 - 7714  
OWN ADD 828 S FLORIDA ST #2 CITY ALEXINGTON ST VA ZIP 22204 2851

COMPLETE ON ALL FIRES

COMPLEX SR CAUSE 00 INTENT 1 AREA OF DRIN 00 METH OF EXIT 5 FNC 09 NOV PROP 11  
EST VALUE 000020000 LONG 000020000 LAT MAT 10 00 EQUIP 00

COMPLETE IF EQUIPMENT/APPLIANCE WAS INVOLVED IN IGNITION (EQUIP)

ITEM UNKNOWN YEAR 19XX  
MAKE UNK MODEL UNK SERIAL # UNK

COMPLETE ON ALL STRUCTURE FIRES OR HIT 73 OR 74

SMOKE DETECTOR: TYPE PERIF FIRE PROTECTION SYSTEM: TYPE PERIF  
TYPE CON COND NO. OF STORIES LEVEL SH RMS F SPIN

COMPLETE IF VEHICLE INVOLVED

YEAR 1995 MAKE LINCOLN MODEL TOWN CAR  
TAG # ZFG-8465 STATE VA VIN 1LMLH54W89703709

COMPLETE ON HAZ MAT INCIDENTS

HAZ CLS EVNC GEXP PEXP CHEM  
REF REL FACTOR EXIT REL ENV COND PPE LEVEL 01OF INC

This is certified a true  
copy of the actual  
field Incident report in  
possession of the Fairfax  
County Fire and Rescue  
Department

Signed Ronnie Demarco

Date 3-17-98

FAIRFAX COUNTY FIRE AND RESCUE DEPARTMENT

NARRATIVE REPORT

INCIDENT # 19973561902 UNIT 42495 BATT 01 SQU 1 STT 14 DATE 12/22/1997

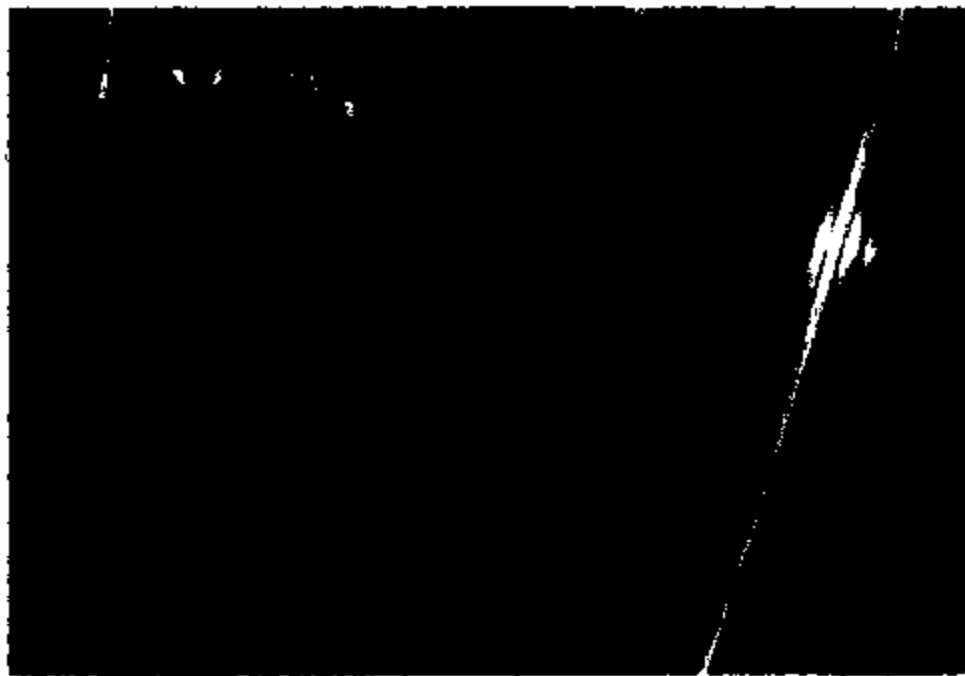
DISPATCHED FOR A CAR ON FIRE. ARRIVED TO FIND THE VEHICLE PARK FRONT-END IN TO A PARKING SPACE WITH THE ENGINE COMPARTMENT FULLY INVOLVED AND EXTENSION TO THE PASSENGER COMPARTMENT. THE FIRE HAD EXPOSED A 1989 CHEVROLET BLAZER PARKED NEXT TO IT. THE FIRE WAS EXTINGUISHED WITHOUT INCIDENT. THE OWNER OF THE VEHICLE HAD LAST DRIVEN IT AT 1430 HOURS. THE AREA OF ORIGIN WAS THE REAR FRONT OF THE ENGINE COMPARTMENT. THE FIRE WAS CONSIDERED NOT TO BE INTENSOUS. DUE TO THE EXTENT OF DAMAGE, THE EXACT CAUSE WAS UNABLE TO BE DETERMINED.

RECEIVED

MAR 20 1998  
FAIRFAX  
AUTO CLAIMS

This is certified a true copy of the actual field incident report in possession of the Fairfax County Fire and Rescue Department

Signed Bonnie Diemando  
Date 3-17-98



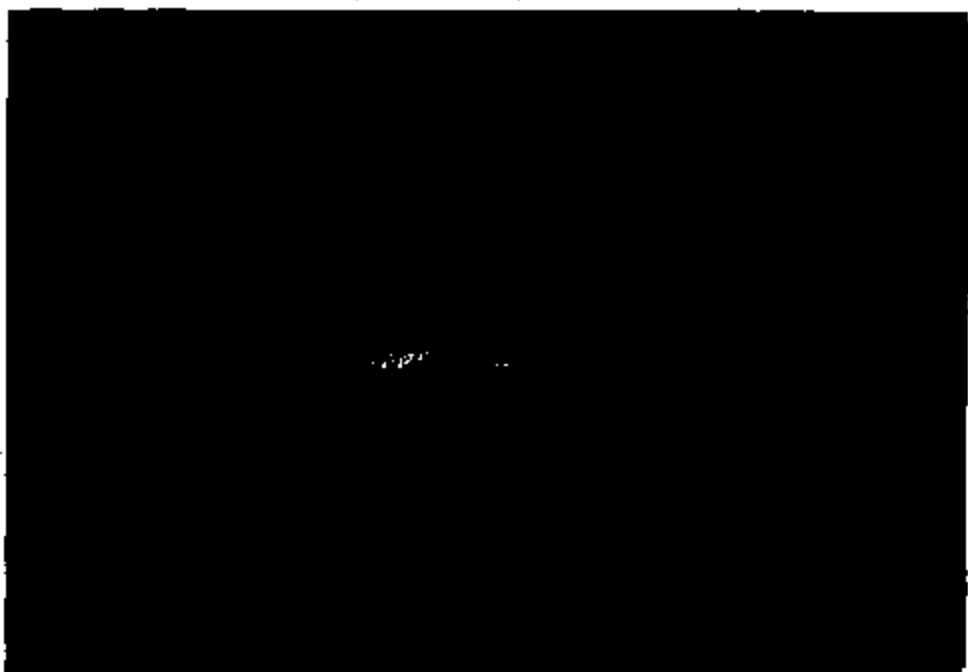
E962-625 52430



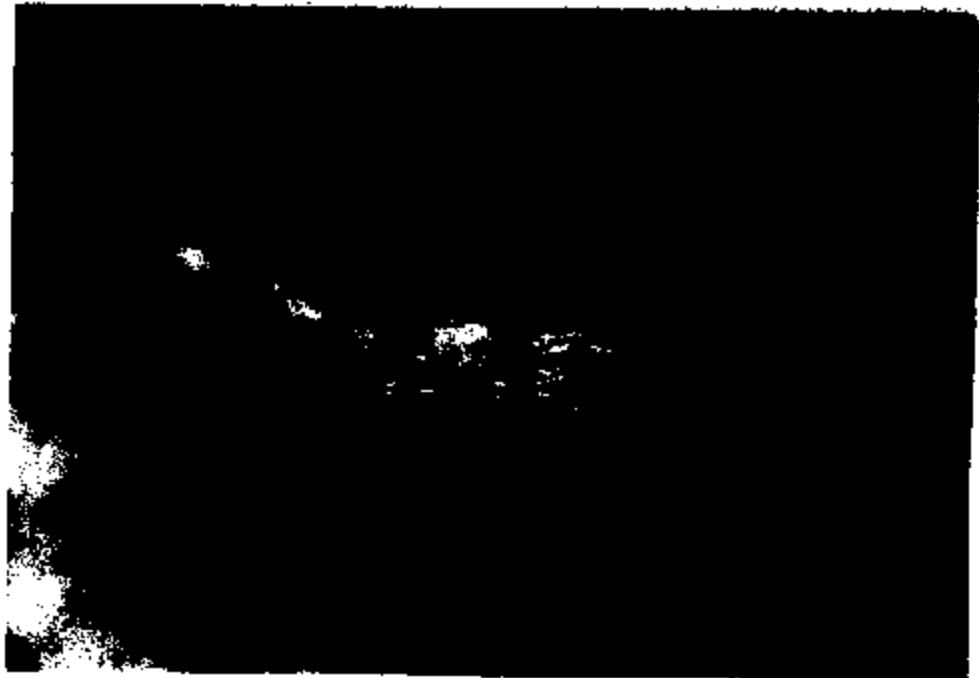
4002-025 52448



E962-828 82441



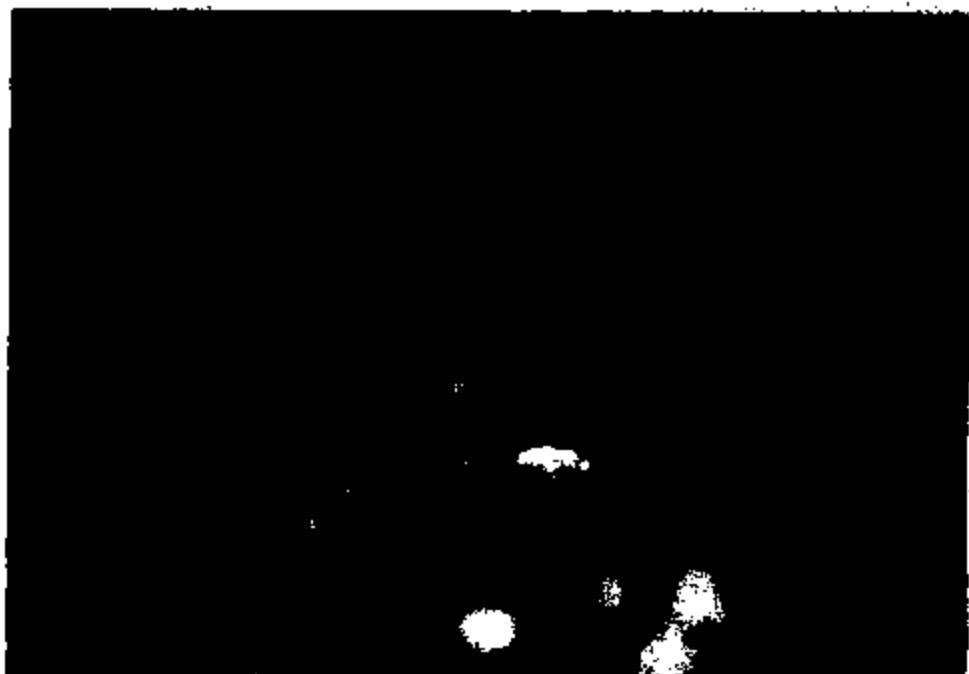
ENR2-626 52442



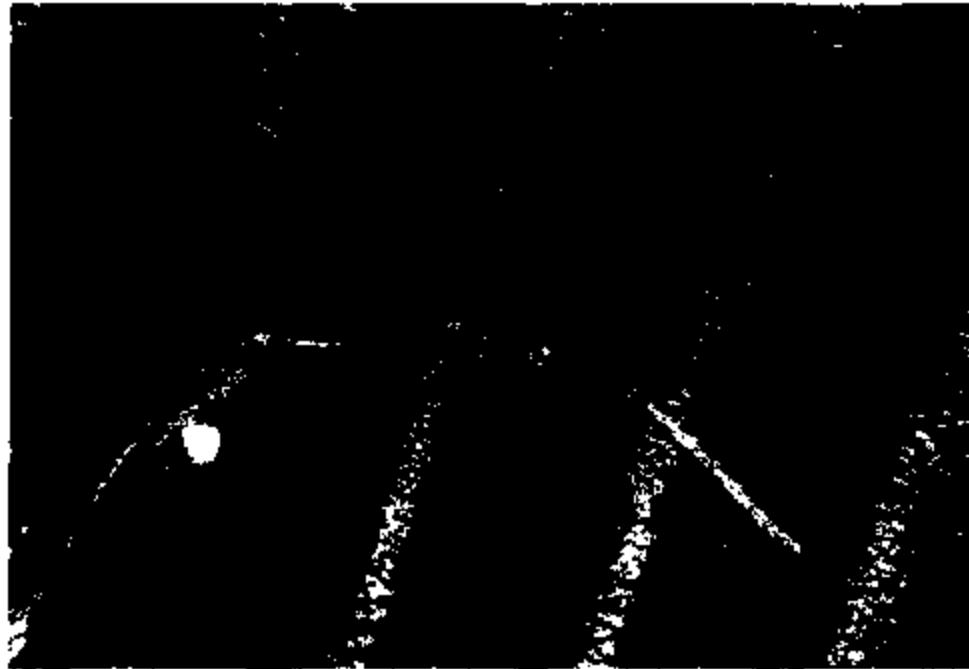
2002-025 52443



202-025 52444



IR62-025 52446



E982-025 82446



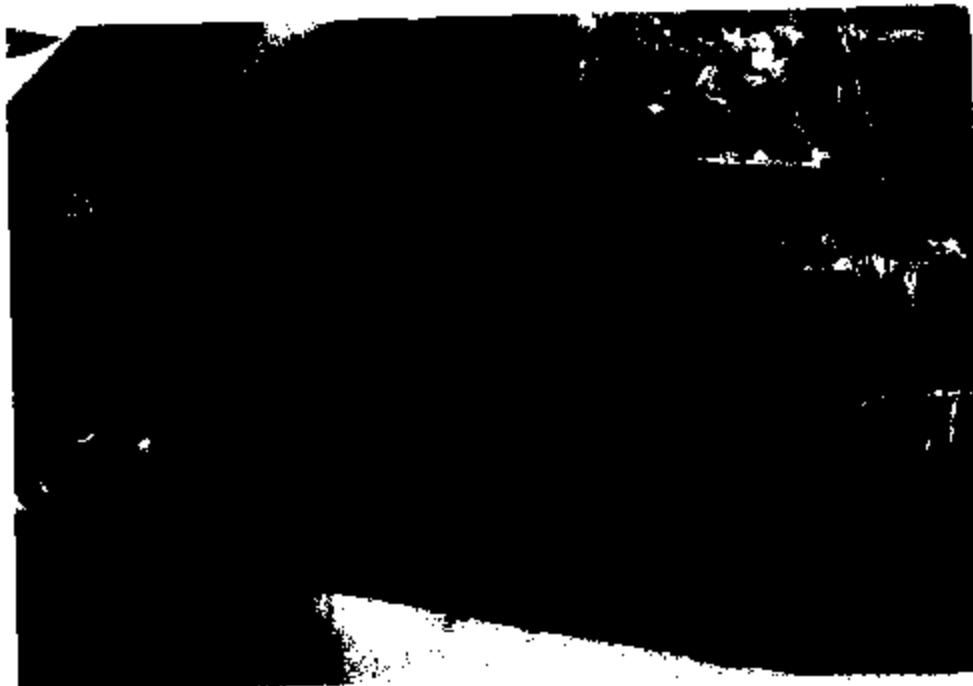
5962-525 52447





2402-025 52448





ER02-025 52461



202-025 52452



5982-025 52453



5982-825 52454



2002-025 52465

**CIS**

**CHARNOCK INVESTIGATIVE SERVICES, LTD.**  
P. O. BOX 340  
POWHATAN, VIRGINIA 23139  
OFFICE: (804) 794-0616

REPORT NUMBER First  
February 13, 1998

PREPARED FOR: STATE FARM INSURANCE COMPANIES  
4401 Village Drive  
P. O. Box 10125  
Fairfax, Virginia 22030

ATTENTION: Mr. Dwayne Tilman

REFERENCE: Insured - CHEY, SOPHAL

CIS CASE NO. 97-2932-12WC

Claim No.: 46-6947-356  
Type of Risk: Vehicle  
Type of Loss: Fire  
Date of Loss: 12/22/97

RECEIVED  
FEB 19 1998  
FAIRFAX  
AUTO CLAIMS

THIS REPORT FURNISHED AS PRIVILEGED AND CONFIDENTIAL TO ADDRESSEE. RELEASE TO ANY OTHER COMPANY, CONCERN OR INDIVIDUAL IS SOLELY THE RESPONSIBILITY OF ADDRESSEE.

PRIVILEGED AND CONFIDENTIAL

E962-626 62456

CIS No. 97-2932-12WG  
Insured: Chey

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AUTO CLAIMS

February 13, 1998

ASSIGNMENT

Assignment received on 12/30/97. Instructions were to conduct an investigation to determine the cause and origin of the fire. Investigation commenced on 1/2/98.

ENCLOSURES

1. Thirty-four (34) color photographs and photograph explanation sheet.
2. Diagram with overlays.
3. Copy of National Highway Traffic Safety Administration Website information on 1995 Lincoln Town Car.

FIRE SCENE EXAMINATION

The fire scene examination was conducted on 1/2/98. Photographs were taken, and a diagram was made at that time. The victim, a 1995 Lincoln Town Car, vehicle identification number 1LNLMB82W8ST703959, was still located at the site where it had burned at 2550 Chainbridge Road, Vienna, Virginia at the rear of Keen's Pontiac.

Examination of the exterior of the vehicle revealed no evidence of fire damage at the rear. The taillight assembly and bumper were in place with no evidence of fire from beneath the vehicle (note Photograph #5). The exterior sheet metal was unaffected by heat, and the paint was intact on both the left and right rear doors and quarter panels (note Photographs #3 and #4). Paint had been burned at the very front of the left, front door and along the top of the door. Only negligible heat effect existed on the right, front door. Both the left and right front fenders had the paint burned from their surfaces and were oxidized. Both the left and right, front tires were flat and had been partially consumed (note Photographs #1, #2, and #12).

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CIS No. 97-2932-12WC  
Insured: Chey

FEB 13 1998

February 13, 1998

FAIRFAX  
AUTO CLAIMS

The heat effect was more severe to the right, front fender and the hood had degraded and fallen inward. At the front, the bumper was heat affected. The headlights were still in place, but had fallen from their normal position. The grill had melted, and the radiator had degraded due to heat.

Examination of the passenger compartment revealed that glass had broken from the door windows and fallen inward. Glass had broken from the windshield and fallen inward, also at the rear glass. Fire damage was most concentrated at the front portion of the passenger compartment. The dash was severely degraded and on the right side of the dash, all combustibles had been consumed from the dash. A small portion remained on the left side. Fire had extended to both front seats (note Photographs #6-#9). Beyond the front seats, toward the rear, direct fire effect had diminished and damage was primarily by heat and smoke (note Photographs #11 and #12). Fire damage within the passenger compartment had occurred both due to conduction and convection heat. Heat moved through the bulkhead by conduction and on the right side, at the heater plenum, by convection heat.

The fire had its origin within the engine compartment (note Photographs #15 and #16). The most severe damage had occurred on the right side of the engine compartment with the most severe heat patterns having occurred to the right side of the bulkhead and the right fender. Heat effect diminished to the left side of the engine compartment. The severity of the fire caused such combustible items as wire insulation, hoses, belts, and plastic components to be consumed.

EMR2-825 52458

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CIS No. 97-2932-12WC  
Insured: Chay

FEB 19 1998

February 13, 1998  
FAIRFAX  
AUTOCAR

No degrading of components or concentrated heat patterns were observed in the area of the fuel rails or fuel lines. Also, the vehicle had been parked for some time prior to the fire and the escape of fuel and its ignition due to either a hot engine or electrical spark can be eliminated as a source of ignition. The exhaust system can also be eliminated as a source of ignition.

Examination of the electrical system revealed that the battery had suffered external heat effect, which had caused the degrading and melting of the battery housing. The battery plates were all present as were the battery cables. No explosion of the battery occurred. Examination of the electrical wiring within the engine compartment revealed that sufficient heat had been present to burn all insulation away. No evidence of unusual electrical activity was found on the left side of the engine. However, on the right side (note Photographs #19 and #20), evidence of unusual electrical activity was observed. During the course of the fire, the main electrical harness on the right side of the engine compartment had fallen to the ground (note Photograph #13). Wiring between the right side of the engine and the right fenderwall showed evidence of arcing, fusing, and bending (note Photographs #21 and #22). One item involved appeared to be the remains of wiring and the AC switch. This wiring appears to be the portion that goes to the control relay (note Photographs #25-#27). This wiring showed evidence of internal heating (note Photographs #29-#34).

DETERMINATION OF CAUSE AND ORIGIN

The fire had its origin on the right side of the engine compartment [REDACTED]

RECEIVED

CIS No. 97-2932-12WC  
Insured: Chey

FEB-19 1998 February 13, 1998  
FAIRFAX  
AUTO CLAIMS

[REDACTED] That portion of the wiring involved  
has been removed and is retained in our storage facility.  
During the fire scene examination, no evidence of incendi-  
arism was found.

COMMENTS

As per your instructions, I am closing this file. Should  
you find, at a later time, that additional investigative  
work is required, I will be glad to do so. If you have  
any questions or comments, please give me a call.

William T. Charnock, C.F.I.  
CHARNOCK INVESTIGATIVE SERVICES, LTD.

**CIS**

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FEB 19 1998

FAIRFAX  
**Photo Sheet**

SEARCHED

INDEXED

97-2932-12WC

CASE NO.

CHEY

Ref. \_\_\_\_\_



No. \_\_\_\_\_  
1



No. \_\_\_\_\_  
2

Page 1 of 17

97-2932-12WC

**CIS**

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FEB 19 1968

FAIRFAX

TO OLMSTEAD

**Photo Sheet**

Case No. 97-2932-12WC

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No. 3



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5002-625 52482

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AUTO CLAIMS

Photo Sheet

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Date CHEY



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Photo Sheet FAIRFAX  
AUTO SALES

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Ref. CHBY



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LICENSE # 111-1024

ERBZ-625 52484

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FAIRFAX  
AUTO CLINIC

Photo Sheet

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5002-025 52488

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Photo Sheet FAIRFAX  
AUTO CLINIC

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Part. CHEY



No. 11



No. 12

Page 6 of 17

LICENSE # 111-0194

8062-025 52466

**CIS**

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FEB 19 1988

Photo Sheet FAX/FAX  
AUTO 011-1094

Case No. 97-2932-12WC

Huf. GREY



No. 13



No. 14

Page 7 of 17

LICENSE ID #11 1094

5962-825 52487

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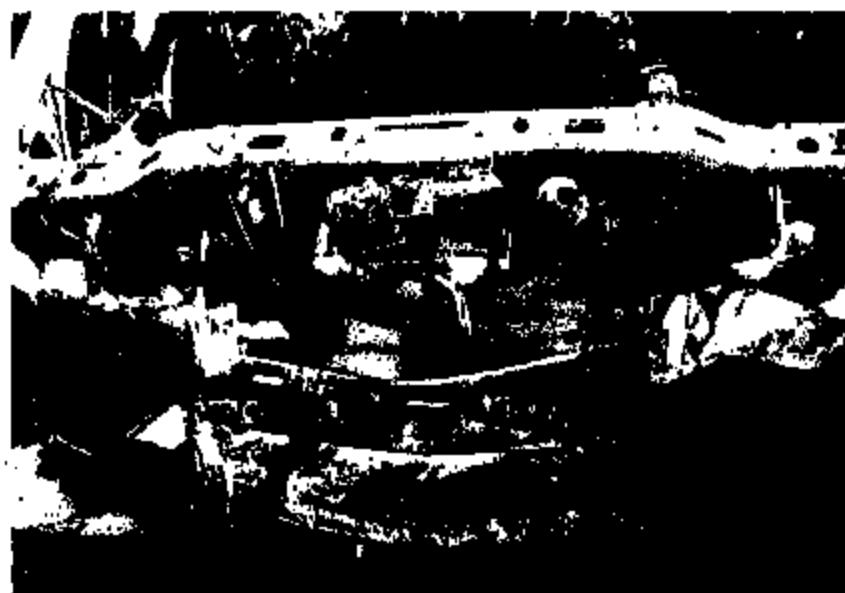
FEB 19 1998

FAX  
AUTO CLASSIC

**Photo Sheet**

Case No. 97-2932-12WC

Ref. CHEY



No. 15



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2002-028 52486

**CIS**

**Photo Sheet**

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**FEB 19 1998**

**FAXFAX  
AUTO CLAIMS**

**Case No. 97-2932-12WC**

**CHEY**

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**17**

**No. \_\_\_\_\_**



**18**

**No. \_\_\_\_\_**

**Page 9 of 17**

**LICENSE ID #111-1006**

**E982-923 02400**

**CIS**

**Photo Sheet**

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**FEB 19 1968**

**FAIRFAX  
AUTO GLASS**

**97-2932-12WC**

**No. \_\_\_\_\_ CHEY**



**No. 19**



**No. 20**

**Page 10 of 17**

**0002-025 52470**

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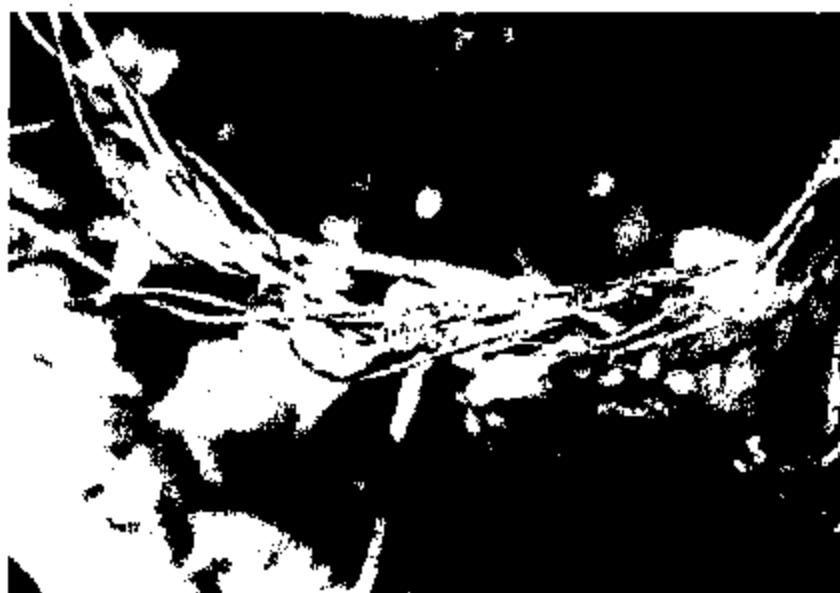
FEB 19 1998

Photo Sheet

FAIRFAX  
AUTO CLERKS

Case No. 97-2932-12MC

Hrt. CHEV



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IMAGE ID #11-1002

0802-029 52471

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FEB 19 1998

Photo Sheet

FAIRFAX

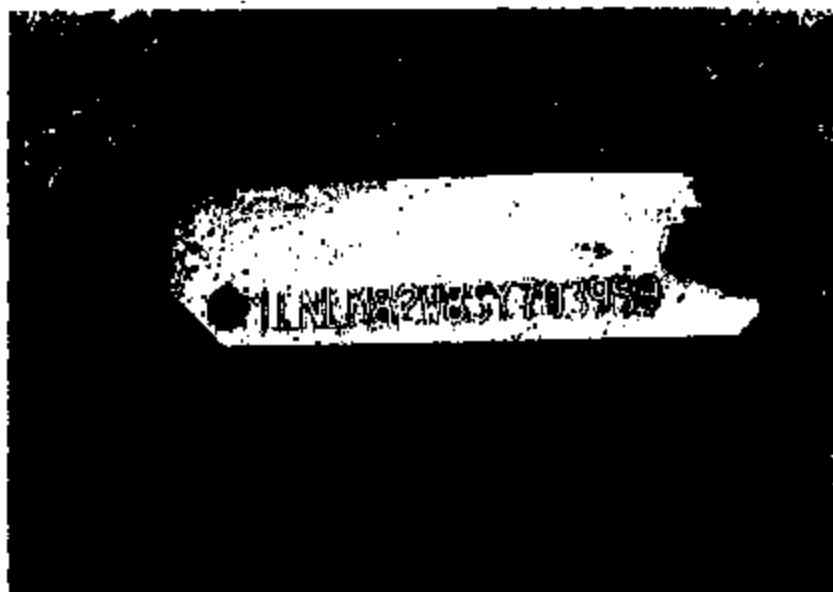
AUTO CLASSES

Item No. 97-2932-12WC

Ref. CRAY



No. 23



No. 24

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LICENSED ID #111-1096

8882-025 52472

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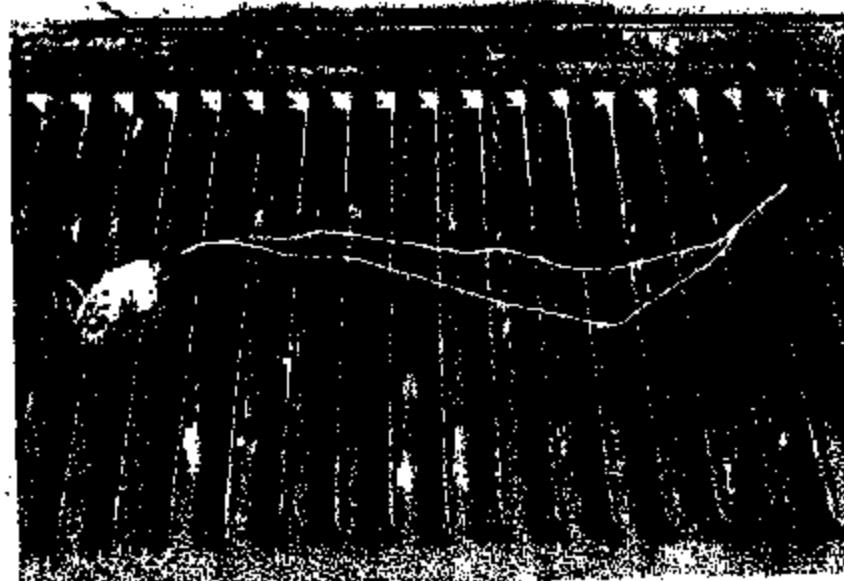
FEB 19 1998

FAIRFAX  
AUTO CLAIMS

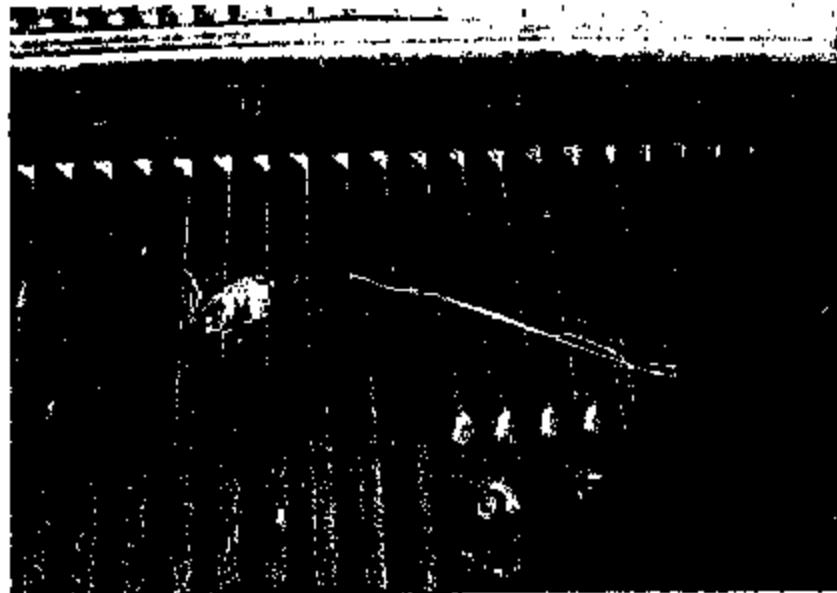
Case No. 97-2932-12WC

CHEY

Photo Sheet



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LICENSR ID #11-1096

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AUTO CLAIMS

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LICENSE ID #11-1006

EM62-625 52474

**CIS**

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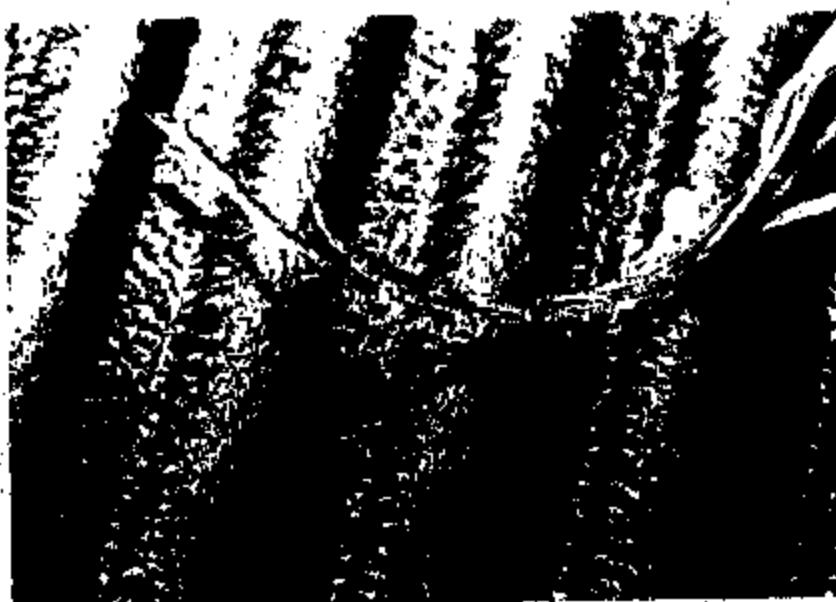
FEB 19 1988

**Photo Sheet**

FAIRBANKS  
AUTO CLAIMS

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ENR2-828 52475

**CIS**

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FAIRFAX  
AUTO

Case No. 97-2932-12WC

Ref. CHEY

**Photo Sheet**



No. 31



No. 32

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License ID #11-1094

**CIS**

**Photo Sheet**

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**FAXFAX  
AUTOCENTER**

**Case No. 97-2932-12WC**

**Ret. CRAY**



**Page 17 of 17**

**3992-625 62477**

**LICENSE ID #11-1098**

CIS No. 97-2932-12WC  
Insured: Chey

February 13, 1998

PHOTOGRAPH EXPLANATION SHEET RECEIVED

1. Front of vehicle. FEB 19 1998  
2, 3. Left side. FAIRFAX  
4. Right side. AUTO CLAIMS  
5. Rear of vehicle.  
6. Taken at front looking at front seats.  
7. Closeup of front seats.  
8. Depicts the dash, taken from right side.  
9. Taken from left side.  
10. Rear seats taken from left side looking right.  
11. Rear seats taken from right side looking left.  
12. Depicts the heat effect to the right, front fender.  
13. Right, front wheel (note dropped wiring harness lying on asphalt).  
14. Left, front wheel.  
15, 16. Depicts front of vehicle and engine compartment.  
17. Top of engine.  
18, 19, 20. Depict the right side of engine and space between it and the fender.  
21, 22. Wiring in place, depicting extraneous electrical activity found adjacent to right side of engine toward front of right side of engine.  
23. Heat effect to right side of bulkhead.  
24. Vehicle identification number.  
25, 26. Depict AC mode switch.

CIS No. 97-2932-12WC  
Insured: Chey

February 13, 1998

27. Other wiring in the area of the mode switch showing extraneous electrical activity.
- 28-34. Show evidence of melting, fusing, and beading of wiring.

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FAIRFAX  
AUTO CLAIMS

EJS

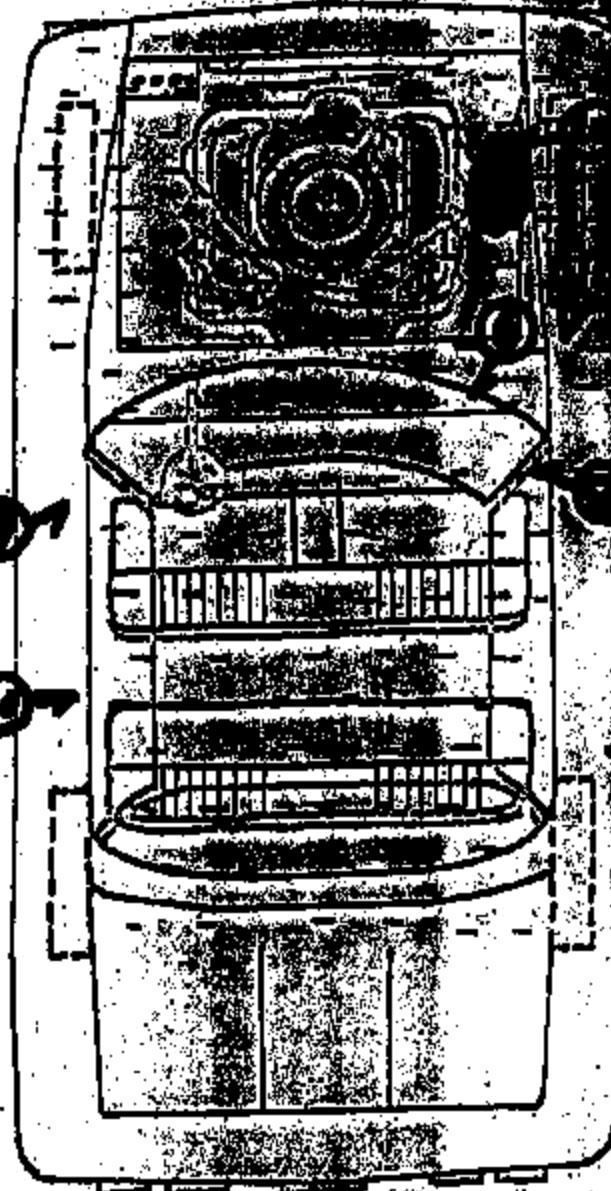
1

ENCLOSURE

## Diagn<sup>o</sup> Sheet

**CHEY, SOPHAL**

93-2932-12WC



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Page 19 1998

FARRELL  
AUTO GROUP

Mr. Chaglock

13/98

### Not To Bend

cont'd on

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E92-825 52400

Legend

■ Area of Fire Origin

- Fire Damage

RECEIVED  
FEB 19 1998  
FAIRFAX  
AUTO CLAIMS

- Heat & Smoke effect

on Photograph

\*\*\*\*\*  
\* GENERATED BY:  
\* SHAWN BOEHN  
\* PHONE: 322-3269  
\* JOB: OGHR1561  
\* JOBDATE: 01/28/98  
\* TIME: 23:56:31  
\*\*\*\*\*

PRODUCTION VERSION 2.7

\*\*\*\*\*  
\* VEHICLE HISTORY (HE-II) TYPE  
\*\*\*\*\*

\* MODEL YEAR = 95  
\* CUT-OFF DATE = 13JAN98  
\* REPORT TITLE = GMH  
\* VEHICLE TYPE = CARS  
  
\* REPORT CLAIM TYPE = ALL CLAIMS  
\* REPORT SORT SEQUENCE = PLANT CODE \ SERIAL NO  
\* PAGE ON PRIMARY SORT? =  
\* PARETO MIS VALUE =  
\* BY-WT/SERIAL NUMBER = Y703259

29JAN98  
PAGE 2.01

1995 GM-II PARTS BY CONDITION CODE SUMMARY (133JAN98 C/O)  
DATA ORDERED BY DESCENDING PART NO. FREQUENCY  
CHEVY GRANGE WAGON

PART NO	CD	COUNT
15K601	X1	1
15K601	42	1
751823	25	2

29JAN98  
PAGE 3.01

1995 SE-II PARTS BY CUSTOMER CANCELLED CODE SUMMARY (13JAN98 C/O)  
DATA ORDERED BY DESCENDING PART NO. FREQUENCY  
CHERYL MARION BORTON

PART NO	CCC	COUNT
15K601	A85	1
15K601	L05	1
751023	MT2	1

29-JAN-98  
PAGE 4.01

1995 SB-II PART/CONCERN CODE DESCRIPTION SUMMARY (13-JAN-98 C/O)  
DATA ORDERED BY DESCENDING REPAIR COUNT

CHEF SHANNON DIRECTOR

NUMBER	PART DESCRIPTION	COUNT	CD-DESCRIPTION	COUNT	CUSTOMER CONCERN CODE DESCRIPTION (CCC)	COUNT
15K601	TRANSMITTER REM/CST	2	MISSING CODE	1	MISSING CODE	1
751823	SEAL DRIP SIDE WLDG	1	EL-POOR GNDING	1	ABS-OTHER ELECTRICAL ACCESSORY TROUBLES	1
		1	29-CST/TONE/FRAYED	1	LDS-DOOR NOT OPERATE PROPERLY (LATCHES)	1
		42-DOOR NOT OPERAT		1	MLZ-ENGINE-UNUSUAL NOISE WHILE DRIVING	1

550-122 520-2205

\*\*\*\*\* CLAIMS LISTING FOR 1995 MODEL CHEV  
\*\*\*\*\* SORTED BY: PLATOON SERIAL/MILEAGE

\*\*\*\*\* REQUESTED BY: SHAWN MORTON 11JN99 C/O \*\*\*\*\*  
\*\*\*\*\* DATA SOURCE: PMSR SR-II \*\*\*\*\*

SUMMARY												
TOTALS					RATIOS							
CLAIMS	CLAIMS	MATERIAL	TOTAL	* CLAIMS	CLAIMS	CLAIMS	MATERIAL	TOTAL	PCT CLAIMS			
W/COMPTNS IN TIS	VEHICLES	DEALERS	COST	COST	* PER VEH.	PER DEALER	TOTAL/CMPNT	COST/CMPNT	%/COMPTNS			
4	3	4	1	1	\$360.73	\$634.62	4.00	4.00	0.00	\$20.18	\$158.66	.75%

CLAIMS LISTING TITLE ABBREVIATIONS

SERIAL CAR S/S	ETC	PLT	PROD	MARK	SELL	CLAIM	MICRO C	WOC	PARTY	CC	OCC	CD	REPR	T	TACT	MILES	MAPL.	TOTL	LBR	REPR	ST
NUMBER LINE	CCI	MM	MM	DATE	DEALER	NUMBER	NUMBER	NUMBER	NUMBER					DATE	IS	CODR	COST	COST	HRS	DEALE	
123456	ESC	3GT	SWV	WAY	09NOV94	94FEB95	11111	123456	JHP34001	7F04	17A353	46	C05.46	23MAY95	S+	806	10189	11.25	122	0.1	12345 MI

CARD SEQUENCE NO. ->

CONCERN CODE (OLD CONDITION CODE) --

--SAMPLE INDICATOR (YES,NO) CUSTOMER CONCERN CODE--

CONDITION CODE--

TIME IN SERVICE--

-- ACTUAL ODOMETER READING

-- TRANSACTION CODE-PER PAYMENT EDIT

ENGINE CODES--		<-TRANSMISSION CODES-->	
A	2.0L-DOHC-PROBE	U	3.0L
B	2.5L-DOHC-PROBE	V	4.0L-DOHC-HEO
C	5.0L-COBRA-R	W	4.0L-DOHC
D	5.0L-SHP COBRA	X	4.0L-DOHC-PRO
E	1.3L-DOHC	Y	3.0L-DOHC-HEO
F	1.3L-DOHC	Z	2.0L-DOHC-METEC
G	2.5L-DOHC-DURATEC	1	3.0L-FLEX FULR
H	2.5L-DOHC-HEO	2	3.0L-FED
I	3.0L-SUPERCHARGED	3	3.0L-HEO
J	5.0L-LOW PROFILE	4	1.8L-DOHC

A	- AX4S (AMOD)
B	- ATX (4 SPD CD4E)
C	- ATX (4 SPD-4 EAT)
D	- ATX (3 SPD ASPIRE)
E	- ATX (3 SPD-ELECTRIC)
F	- MTX (5 SPD-NOTV75)
G	- MTX (HS-5 5 SPEED)
H	- AXAM (AMOD)
I	- 5 SPEED (TS-NOTV45)
J	- 4R70W (MIDR-RATIO)
K	- 5 SPIND (T-BIRD 5.0C)
L	- MTX 4 (5 SPEED)
M	- MTX (5 SPD ASPIRE)

--> IF THIS ASTERISK APPEARS THEN  
CLAIM IS NOT USED IN THE MATRIX.  
(\*CLAIMS IN TIS' TOTAL (IN SUMMARY ABOVE) EQUALS  
TOTAL CLAIM COUNT MINUS ASTERISK TIS CLAIMS)

***** 1995 MODEL YEAR PASSENGER CAR BODY DESCRIPTIONS *****										***** 1995 LIGHT TRUCK BODY DESCRIPTIONS *****										
VEHICLE	BODY DESCRIPTION			VEHICLE	BODY DESCRIPTION			VEHICLE	BODY DESCRIPTION			VEHICLE	BODY DESCRIPTION			VEHICLE	BODY DESCRIPTION			
MUSTANG (MNS)	2-B	2 DOOR	BASE	CVR	CONVERT	BASE		F-SERIES	15F	150 L.DUTY	CONV.		35B	350 H.DUTY	SUPER					
	2BA	2 DOOR	LOCK BASE	CVA	CONVERT	LOCK BASE		4X2(FB2)	25F	250 L.DUTY	CONV.		35C	350 H.DUTY	CREW					
	2GT	2 DOOR	GT	COT	CONVERT	GT		4X4(FB4)	28F	250 H.DUTY	CONV.		45Z	450 H.DUTY	CONV					
	2HA	2 DOOR	LOCK GT	CCH	CONVERT	LOCK INDY			35H	350 H.DUTY	NON-PICKUP									
	2HC	2 DOOR	LOCK CIMA	CDA	CONVERT	LOCK GT			35V	350 H.DUTY	CONV.									
									15B	150 L.DUTY	SUPER	BRONCO	B-L	BAHR	4X4					
PROBE	3-B	3 DOOR	BASE	(PER)	36T	3 DOOR	GT		25G	250 H.DUTY	CREW	(BRO)	B-L	XLT	4X4					
									28G	250 H.DUTY	BUPPER		B-L	HODIE BAHR	4X4					
ESCORT (ESC)	3-B	3 DOOR	BASE	TRACER (TEA)	4-B	4 DOOR	BASE	VILLAGER	VGB	G3 WAGON		WIMBSTER	WGL	G1 WAGON						
	3GT	3 DOOR	GT	4LT	4 DOOR	LTD		VLG	LG WAGON		(WLN)	WLX	LX WAGON							
	WXR STATION WAGON	LX		W-9	4 DOOR	BASE		VAN	BASE VAN		VAN	VAN	BASE VAN							
	3LX	3 DOOR	LX																	
	4LX	4 DOOR	LX	ASPIRE (ASP)	3-L	3 DOOR	BASE	RANGER	CAB	CONV CAB			SUP	SUPR CAB						
	5LX	5 DOOR	LX		38E	3 DOOR	SE	4X2(RA2)	CSP	CONV CAB SPLASH	4X4(RAA)	SUP	SUPR CAB SPLASH							
						5-L	5 DOOR													
C-COUPE	4-G	2 DOOR	GL	MYSTIQUE (MTQ)	4GB	2 DOOR	GS	EXPLORER	2-B	2 DR BASE			4-B	4 DR BASE						
	4LL	4 DOOR	LS		4LB	4 DOOR	LS	4X2(RB2)	2XL	2 DR XL			4BL	4 DR XL						
	4SH	4 DOOR	SE					4X4(RB4)	2XS	2 DR XLSPT			4LT	4 DR XLT						
	4SL	2 DOOR	LOCK GL		4GL	2 DOOR	LOCK GS		2KS	2 DR XLSPT			4BB	4 DR XLT						
	4LL	4 DOOR	LOCK LX		4JL	4 DOOR	LOCK LS		2KB	2 DR XLT			4PR	4 DR PREM (LTD)						
	4ST	4 DOOR	LOCK SE																	
TARUS (TAR)	4-P	4 DOOR	POLIC	SABLE	40B	4 DOOR	GS													
	4PL	4 DOOR	LOCK POLIC	(SAB)	41B	4 DOOR	LS													
	4SH	4 DOOR	LOCK SAB		41L	4 DOOR	LOCK GS													
	4-S	4 DOOR	GL		41L	4 DOOR	LOCK LS													
	4LK	4 DOOR	LX		41S	STATION WAGON	GS													
	4GL	4 DOOR	LOCK GL		41L	STATION WAGON	LS													
	4LL	4 DOOR	LOCK LX		41L	STATION WAGON	SE													
	4ML	4 DOOR	LOCK SE		41L	STATION WAGON	LS													
	W-3	STATION WAGON	GS		41L	STATION WAGON	SE													
	WKL	STATION WAGON	LX		41L	STATION WAGON	LS													
	WML	STATION WAGON	SE		41L	STATION WAGON	SE													
	WGL	STATION WAGON	LS		41L	STATION WAGON	SE													
	WLL	STATION WAGON	SE		41L	STATION WAGON	LS													
	WLL	STATION WAGON	LS		41L	STATION WAGON	SE													
	WLL	STATION WAGON	SE		41L	STATION WAGON	LS													
T-MED (TBD)	2LL	2 DOOR	LOCK LX	COUGAR	21R	2 DOOR	XR7													
	2LX	2 DOOR	LX	(CZB)	21L	2 DOOR	LOCK XR7													
	2BC	2 DOOR	LOCK SC																	
POINTER (PBD)	4-P	4 DOOR	FLEET		4PL	4 DOOR	LOCK POLIC													
	4-B	4 DOOR	BASE																	
	4LX	4 DOOR	LX	MERCURY	4GB	4 DOOR	GS													
	4FL	4 DOOR	LOCK FLEET	GRAND	41B	4 DOOR	LS													
	4SL	4 DOOR	LOCK BASE	MARQUIS	4GE	4 DOOR	LOCK GS													
	4LL	4 DOOR	LOCK LX	(MRC)	4LL	4 DOOR	LOCK LS													
	4-P	4 DOOR	POLICE																	
LINCOLN (LNC)	4-L	4 DOOR	EXECUTIVE	MARK VIII	2BC	2 DOOR	LS													
TOWN CAR (LNC)	4-S	4 DOOR	SIGNATURE	CONTINENTAL	4-L	4 DOOR	BASE													
	4DC	4 DOOR	CARTIER	(COM)																

(BCN)	REGULAR BODY		EXTENDED BODY		
	4X2	4X4	4X2	4X4	
<b>BOOMLINE</b>					
1HB	150 HINGED	DOOR BASE	1HB	150 HINGED	DOOR CUST
1HK	150 HINGED	DOOR XL	1HK	150 HINGED	DOOR XLT
2HB	250 HINGED	DOOR BASE	1EP	150 HINGED	DOOR CHAT
2HK	250 HINGED	DOOR XL	2HB	350 HINGED	DOOR KLT
25B	250 HINGED	DR SUPER BASE	3HB	350 HINGED	DR CHAT
25K	250 HINGED	DR SUPER XL	3HK	350 HINGED	DR KLT
3HB	350 HINGED	DR BASE	3HB	350 HINGED	DR SUPER CUST
3HK	350 HINGED	DR XL	3HK	350 HINGED	DR SUPER XLT
35B	350 HINGED	DR SUPER BASE	35B	350 SLIDING	DR CUST
35K	350 HINGED	DR SUPER XL	35K	350 SLIDING	DR XLT
2EB	150 SLIDING	DOOR BASE	1EP	150 SLIDING	DOOR CHAT
1EB	150 SLIDING	DOOR BASE	3EB	250 SLIDING	DOOR CUST
1EK	150 SLIDING	DOOR XL	3EK	250 SLIDING	DOOR JLT
2EB	250 SLIDING	DOOR BASE	3EB	350 SLIDING	DOOR CHAT
2EK	250 SLIDING	DOOR XL	3EK	350 SLIDING	DOOR JLT
2CL	350 CUTAWAY	BASE	3CM	350 CUTAWAY	XL
3CM	350 CUTAWAY	XL	2ST	250 STRIPPED CHASSIS	
2ST	250 STRIPPED CHASSIS		3ST	350 STRIPPED CHASSIS	

29JAN96 CLAIMS LISTING FOR 1995 MERCURY CROWN  
PAGE 1 SORTED BY VIN/CDME # SERIAL NO. MILEAGE

13JAN96 C/O REQUESTED BY: SHANNON MORTON  
DATA SOURCE: PMS 2E-II X53400

<----- VEHICLE INFORMATION ----->

VEHICLE INFORMATION  
SERIAL CAR B/S 1P26 PLAT PROD MAHR SKILL  
NUMBER LINE CCI EMM DATE DEALER

NOTE: IF THIS VALUE HAS (\*) THEN CLAIM NOT USED IN THE MATRIX  
REPAIR INFORMATION

CLAIM NUMBER	MICRO C NCC PART	CC OCC CD REPR T	TRACT	MILES	MATE.	TOTL LHR REPR ST	COST HRS DEALR
NUMBER	NUMBER	NUMBER	NUMBER	NUMBER	NUMBER	NUMBER	NUMBER
703259 CON 4-L KYN WIX 22FEB95 10083 058126 003B06A0 7W02 751623	EL2 23 13JAN96	1	1	3570	24.85	78 0.8	10083 FL
** COMMENTS-CLAIM #1 CON-C-S DRIVERSIDE DOOR WEATHER STRIP COMING OFF WIND DOOR	EL2						
703259 CON 4-L KYN WIX 22FEB95 10083 058126 003B06A0 7W04 15K601	L05 X1 13JAN96	1	1	3570	38.00	64 0.2	10083 FL
** COMMENTS-CLAIM #2 CON-C-S KEYLESS REMOTE BUTCHER BLOCK LOS	L05						
703259 CON 4-L KYN WIX 22FEB95 10083 069725 004067A0 7W04 15K601	A85 42 13JAN97	13	883	6310	70.00	141 0.8	10083 FL
** COMMENTS-CLAIM #3 CON-C-S REMOTES INOP CODE 60628, A 83	A85						
703259 CON 4-L KYN WIX 22FEB95 10083 069725 004067A0	13JAN97	13	9583	6310	227.00	351 0.5	10083 FL
	+ THIS LISTING CONTAINED 4 TOTAL CLAIMS						

10083 FL

JJ	11	9999	6	4	3333	AAA
JJ	11	9	6	44	3	3
JJ	11	9	66	4	33	AA
JJ	11	99	66	44	3	3
JJJ	111	999	666	444444	3	AA
JJJ	111	9	666	4	3	3
JJJJJ	11111	99999	66666	44444444	3	AA

E N D		V D B R6.2 ETC: M7VPS	E N D *	
JOB/PRINTER ID		OFF-PRINTER	VPS PRINT STATISTICS	
JOBNAME:	OGBB1661	DATE: 1998.029	ELAPSED PRINT TIME: 00.00.02.88	
JOBID:	JOB19643	01/19/1998	NUMBER LINES PRINTED-----196	
PRINTER NAME:	KVP611DC	THU	AVG COMP LINE LENGTH (Q)-----60	
VOLUME MEMBER:	KVP611DC	TIME: 00.27.56.87	AVG COMP LINE LENGTH (V)-----113	
REPRINTS:			NUMBER PAGES PRINTED-----7	
GROUP NAME:			NUMBER VTPM RECORDS-----36	

JJ	11	9999	6	4	3333	AAAA
JJ	111	5	3	44	3	AAA
JJ	12	9	99	666	44	AA
JJ	13	999	9	66666	444444	AA
JJJJJJJ	111	9	6	4	3	AA
JJJJJJJ	1111	66666	6	4	3333	AA

CSCN130.

## VEHICLE DATA

98/01/23 10:49:27

\*\*>  
ENTER VIN ==> 1LNLM82W8SY703259      1LNLM97V58Y703259  
NAME ==> COGEN      ZIP ==> 334147762 MODEL YR ==>  
OWNER NAME : M COGEN  
STREET ADDR : 2304 NEWBURY DR

CITY : WEST PALM BCH      N/A DATE: 96-04-17  
ST/PRV: FL CTRY:      ZIP/POSTAL CODE: 334147762 N/A SOURCE: P  
MODEL YEAR : 95 PLANT: Y      SALE DATE: 95-12-29  
BODY STYLE DESC: 4 DOOR SEDAN EXECUTIVE      PRODUCTION DATE: 95-02-22  
VEHICLE DESC : 1995 CONTINENTAL

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	25	B	071	45	24
FACING	3	25	B	071		
RESPONSIBLE	3	25	B	071		

CA EMISSION :      ENGINE TAG CODE : 5G822AA      CAMPAIGN COUNTS  
NAVIS STATUS : 800      COMPANY CAR IND :      TOTAL CAMPAIGNS : 04  
DSO DISTRICT :      FLEET CODE :      OPEN : 02 CLOSED : 02  
DSO NUMBER :      FLEET STATUS :      ACTIVE: 04 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130  
E845=INCORRECT VIN ENTERED, CORRECT VIN DISPLAYED ON RIGHT

OGDB166

E982-E23 52481

CSCR150

CAMPAGN VEHICLE INFORMATION

98/01/23 10:49:45

ENTER CAMPAIGN NUMBER=> 95B71 VIN=> 1LNLM97V5SY703259 TYPE OF SEARCH: A  
MODEL YEAR: 95 DEFECT: FUEL MODULE BODY STYLE: 4 DOOR SEDAN EXECUTIVE

NEW STATUS CODE:

CAMP DIV : 6

REPAIR INFORMATION: TYPE CODE: -

SUPP CODE :

REPAIR DATE: DEALER P/A: -

KIT CODE : AA

MICRO REF: CLAIM NUM: -

OASIS DATE : 95-07-13

DELETE REASON: -

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW: -

IND: MATCH CODE: 1

CURRENT: 3 25 071 ASSIGNED: 96-12-13 SOURCE: PY

EXTRACT DATE: 96-12-13

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL SRC
M RELEASED FOR MAILING	95-09-19						
R READY TO RELEASE	95-07-10						

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

1087-MORE DATA TO DISPLAY

OGDB166

CSCN130

#### **MOVEMENTS IN THE HISTORY**

98/01/23 10:49:47

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140  
I048=LAST PAGE CGDB166

CGDB166

CSCM150

CAMPAGN VEHICLE INFORMATION

98/01/23 10:49:49

ENTER CAMPAIGN NUMBER==> 95B72    VIN==> 1LNLM97V59Y703259    TYPE OF SEARCH: A  
MODEL YEAR: 95 DEFECT: ODOMETER    BODY STYLE: 4 DOOR SEDAN EXECUTIVE

NEW STATUS CODE:

REPAIR INFORMATION:    TYPE CODE:

REPAIR DATE:    DEALER P/A:

MICRO REF:    CLAIM NUM:

DELETE REASON:

RESP DEALER INFORMATION:    NEW:

CURRENT: 3 25 071 ASSIGNED: 96-12-13 SOURCE: PX

CAMP DIV : 6

SUPP CODE :

KIT CODE : AA

OASIS DATE : 95-07-13

VENDOR N/A INFORMATION:

IND: MATCH CODE: 1

EXTRACT DATE: 96-12-13

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION    DATE    TYPE    DATE    P/A    CLAIM#    MICROW CL SRC

R RELEASED FOR MAILING 95-09-19

R READY TO RELEASE    95-07-10

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

I027=NO MORE DATA TO DISPLAY

OGDB166

CSCN130

#### **NON-OPERATIONAL INCIDENT HISTORY**

98/01/23 10:49:51

ENTER CAMPAIGN NR --> 95B72      VIN --> 1LNLM97V5SY703259  
DEFECT : ODOMETER      BODY STYLE DESC: 4 DOOR SEDAN EXECUTIVE  
RESP DEALER : 325071      BEGINNING MAILED DATE: 95-09-26  
RELEASE DESC : NI PART KIT CODE      ENDING MAILED DATE : 95-09-26  
CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS:

INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 00-00-00

\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE :  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST / DELL:

ADDX : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140  
I046-LAST PAGE OGDB166

CSCN150

CAMPAIGN VEHICLE INFORMATION

98/01/23 10:49:53

ENTER CAMPAIGN NUMBER--> 95S33 VIN--> 1LNLJ07V5SY703259 TYPE OF SEARCH: A  
MODEL YEAR: 95 DEFECT: LIGHT MODULE BODY STYLE: 4 DOOR SEDAN EXECUTIVE

NEW STATUS CODE: \_\_\_\_\_

CAMP DIV : 6

REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_

SUPP CODE : \_\_\_\_\_

REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_

KIT CODE : AA

MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_

OASIS DATE : 95-12-21

DELETE REASON: \_\_\_\_\_

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1

CURRENT: 3 25 071 ASSIGNED: 96-12-13 SOURCE: PX EXTRACT DATE: 96-12-13

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION

DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

C COMPLETE	97-01-15	C	97-01-13	10083	069725	OH4GH7A	AC
M RELEASED FOR MAILING	96-08-14						
M RELEASED FOR MAILING	96-05-08						
M RELEASED FOR MAILING	95-12-21						
R READY TO RELEASE	95-12-20						

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7-FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

I037=NO MORE DATA TO DISPLAY

OGDE166

0962-023 52406

CSCN130  
m=>

## NOTIFICATION RECIPIENT HISTORY

98/01/23 10:49:57

ENTER CAMPAIGN NUM ==> 95833 VIN ==> 1LNLM97V58Y703259  
DEFECT : LIGHT MODULE BODY STYLE DESC: 4 DOOR SEDAN EXECUTIVE  
RESP DEALER : 325071 BEGINNING MAILED DATE: 96-08-22  
RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 96-08-22  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : COGEN INITIALS: MG  
STREET ADDR1 : 2304 NEWBURY DR  
ADDR2 : ST/PRV: FL  
CITY : WEST PALM BEACH CTRY:  
ZIP/POSTAL CODE: 33414 N-A SOURCE: N N-A EFF DATE: 96-01-19  
\*\*\*\*\*  
RESP DEALER : 325071 BEGINNING MAILED DATE: 96-05-20  
RELEASE DESC : NI REL REMAINING ENDING MAILED DATE : 96-05-20  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : COGEN INITIALS: MG  
STREET ADDR1 : 2304 NEWBURY DR  
ADDR2 : ST/PRV: FL  
CITY : WEST PALM BEACH CTRY:  
ZIP/POSTAL CODE: 33414 N-A SOURCE: N N-A EFF DATE: 96-01-19  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140  
I032-PRESS F8 FOR MORE DATA CGDB156

CSCN150

CAMPAGNA VEHICLE INFORMATION

98/01/23 10:50:03

ENTER CAMPAIGN NUMBER==> 96L12    VIN==> 1LNLM97V5SY703259    TYPE OF SEARCH: A  
MODEL YEAR: 95 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN EXECUTIVE

NEW STATUS CODE: \_

CAMP DIV : 6

REPAIR INFORMATION:    TYPE CODE: \_

SUPP CODE :

REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_

KIT CODE : CT

MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_

OASIS DATE :

DELETE REASON: \_\_\_\_\_

VENDOR N/A INFORMATION:

RESP DEALER INFORMATION:    NEW:

IND: MATCH CODE: 1

CURRENT: 3 25 071 ASSIGNED: 96-12-13 SOURCE: PX

EXTRACT DATE: 96-12-13

\*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* \* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
F FORCED COMPLETION	98-01-22	B	98-01-22	AUTOC			OL	
M RELEASED FOR MAILING	97-01-30							
H AWAITING MAILING	96-11-24							

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS

F10=ADD STATUS F11=REVISE

I037=NO MORE DATA TO DISPLAY

OGDB166

0762-025 52488

CSCN130

NOTIFICATION RECIPIENT HISTORY

98/01/23 10:50:04

ENTER CAMPAIGN NROR ==> 96L12 VIN ==> 1LNLM97V5SY703259  
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN EXECUTIVE  
RESP DEALER : 325071 BEGINNING MAILED DATE: 97-02-10  
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-02-21  
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : COGEN INITIALS: M  
STREET ADDR1 : 2304 NEWBURY DR  
ADDR2 : ST/PRV: FL

CITY : WEST PALM BCH CTRY:  
ZIP/POSTAL CODE: 334147762 N-A SOURCE: P N-A EFF DATE: 96-04-17

\*\*\*\*\*  
RESP DEALER : BEGINNING MAILED DATE:  
RELEASE DESC : ENDING MAILED DATE:  
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
LAST NAME : INITIALS:  
STREET ADDR1 :  
ADDR2 : ST/PRV:  
CITY : CTRY:  
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE:  
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140  
I048-LAST PAGE OGDB166

# State Farm Insurance Companies



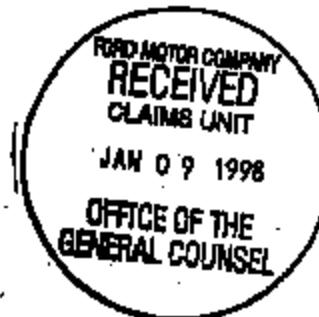
January 2, 1998

Fairfax Service Center  
4401 Village Drive  
P.O. Box 10128  
Fairfax, Virginia 22320-8618  
Phone: (703) 218-0400  
1-800-224-1782

ATTN: Howard E. Keys, Manager  
Ford Motor Company  
Product Claims Department  
Parklane Tower West  
3 Parklane BLVD STE 400  
Dearborn MI 48126

Re: Claim Number: 46-6947-356  
Insured: Sophal Chey  
Date of Loss: December 22, 1997  
Insured Vehicle: 1995 Lincoln Town Car  
VIN: 1LNLM82W8SY703289

4060153 ✓  
NT



Dear Mr. Keys:

The above-identified 1995 Lincoln Town Car is insured by State Farm Mutual Insurance Company. This 1995 Lincoln Town Car experienced a fire loss.

State Farm would like to give you an opportunity to inspect the 1995 Lincoln Town Car and give you advance notice of our potential subrogation claim.

Please contact me at (703) 218-0550 to set up a time for your inspection.

Sincerely,

Dwayne L. Tillman  
CLAIM SPECIALIST  
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY  
PHONE (703) 218-0550

DLT/034/0102026